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SECTION 1
EXECUTIVE SUMMARY

Currently, there is no publicly owned library in the City of Hesperia. A recent facility assessment on behalf of the City revealed the City of Hesperia Library is projected to serve a population that will increase 44% in the next twenty years, well beyond the 65,100 (Department of Finance) people that currently need library service. A building size of 20,000 square feet will provide adequate square footage and will include the following:

- A collection size of 87,720 items, including 110 current periodical subscriptions, and data bases available at 53 computer work stations

- A total of 154 reader spaces, with designated areas for children, young adults, and adults as well as joint use services to include a Computer Center with 20 personal computers, and an area devoted to learning and career resources

- Public meeting areas with an 80 to 120-seat multi-purpose/Community Room, and 3 group/individual Study/Tutor/Literacy Rooms for public and joint use

- A full time equivalent staff of 12, with a full-time Branch Library Manager, a full time Joint Use Specialist and at least 4 full-time librarians with manager-on-duty responsibilities and expertise in the areas of Reference services, Children's services, Young Adult services, and Outreach/Literacy services

The Hesperia Library's Plan of Service outlines four major goals and includes six main service roles incorporating the joint use ventures that are to be emphasized in response to needs expressed in a recent Needs Assessment that surveyed library users and non-users, students, school personnel, the business community and city employees. Additional input was obtained from a series of focus groups, stakeholders, service organizations, seniors, and caregivers.

The San Bernardino County Library (SBCL), has resolved to operate the Hesperia Branch Library for a period of 40 years and provide the initial collections. The City of Hesperia and the County Library have completed a comprehensive needs assessment to determine the scope of services for their library. It is the purpose of the San Bernardino County Library through its branches to provide those library materials, information, programs, and services which are most wanted by residents of the area the branch serves; to provide convenient access to needed materials and information; to utilize the most current technology to provide on-site access and remote access, and to actively work to make community members and organizations aware of the resources and services available at the Hesperia Branch Library.

Therefore, based on the Needs Assessment process, the County Library and the City of Hesperia have identified goals and service roles the new library can easily accommodate to achieve its mission within the community of Hesperia. The four goals identified are:

- Provide equal access to information and resources in the Hesperia Library utilizing the most current technology within the library or from remote locations

- Provide resources and services to children and young adults necessary to enable them to augment their educational need

- Provide resources and services to library patrons of all ages that enable them to enhance their personal, recreational and lifelong learning opportunities

- Provide the opportunity for adults and families to participate in literacy services and programs to improve their literacy and computer skills

Hesperia Branch Library will convey the Current Topics and Titles role, providing a collection of current books, electronic databases, audio materials, compact discs, video recordings, magazines and newspapers for adult and children that are selected to fulfill patron needs for information about popular cultural and societal trends and to meet their desire for satisfying recreational experiences. A second role is Lifelong Learning, providing lifelong learning opportunities by assisting patrons who desire self-directed personal growth. Additional roles include General Information, where the goal is to meet patron needs for information and provide answers to questions on a broad array of topics related to work, school and personal life, and Formal Learning Support to help students who are enrolled in a formal program of education. Other necessary roles are Basic Literacy, providing services that address the need to read and to perform other essential daily tasks, and Information Literacy, to help address the need for skills related to finding, evaluating, and using information effectively.

The issues of adequate space and a facility to carry out these roles, appropriate technology to adapt, and the recognition of demographic changes in the community were, and are, of considerable importance in planning for the new library's future. This plan of service highlights major services to be provided and how the needs of the residents in the library's service area will be met by the proposed project. While materials and computers were obvious service needs expressed in the Needs Assessment, it became evident that access to a Computer Center, Learning and Career Resources (which includes homework resources), Shared Electronic and Telecommunication Service, and Study/Meeting Rooms were desired. These services and resources will provide better access to materials and electronic technologies to support the needs of the community and the specific needs of the K–12 students. Therefore, the City of Hesperia and the County Library have entered into a Joint Use Agreement with the Hesperia Unified School District that will benefit particularly the student constituents in the Hesperia area and will provide a threaded continuity among the library's programs and services for the total community.

Current technologies are integrated throughout the planned service role activities, with long-term objectives to constantly and consistently analyze new technologies for utilization throughout the service area. The County Library is committed to staff training for all electronic technologies. In addition, the County Library will regularly evaluate electronic resources to continue to expand the selection of databases, software applications and homepage links to Internet resources.

The City of Hesperia will provide the necessary matching funds and ensure that the library is operated consistent with Library Bond Act Regulations.

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SECTION 2
PLAN OF SERVICE
BACKGROUND AND PURPOSE

The Plan of Service describes the proposed public library service program that will be implemented as a result of the construction of the proposed Hesperia Branch Library. The San Bernardino County Library (SBCL) will implement this Plan of Service on behalf of the City of Hesperia. Extensive community outreach (to identify desired library services) was paramount in development of Hesperia's Library Needs Assessment. The Needs Assessment, coupled with the SBCL's Library Master Plan formed the basis for framing the Plan of Service contained in the following pages. The proposed new library will support a Plan of Service that is responsive to community library service desires expressed through an extensive Needs Assessment process.

The purpose of this Plan of Service is to provide the direction and priorities necessary to meet the library service needs for the City of Hesperia for current and future generations. Recognizing that demand for services, materials, and programs will always exceed funding and human resources, this Plan of Service will guide the proposed new library and its ultimate future expansion. The Plan of Service advances priorities for resource allocation, facility programming, collections, and technology integration. Because library services and community needs are dynamic, the City, Hesperia Unified School District, and San Bernardino County Library will meet quarterly (as described in the Joint Use Cooperative Agreement) to integrate emerging needs of those served by the Hesperia Branch Library.

The community has rallied behind the goals created through a partnership of the City, the Hesperia Unified School District and the San Bernardino County Library to develop library services for this young and growing population. The goals are:

- Provide equal access to information and resources in the Hesperia Library utilizing the most current technology within the library or from remote locations

- Provide resources and services to children and young adults necessary to enable them to augment their educational need

- Provide resources and services to library patrons of all ages that enable them to enhance their personal, recreational and lifelong learning opportunities

- Provide the opportunity for adults and families to participate in literacy services and programs to improve their literacy and computer skills

The Plan of Service will incorporate those service roles that will best reflect these goals and outline related service objectives that are designed to provide excellent library services for the entire community. The objectives will relate to the service roles designated and provide service indicators for the library to track performance against the objectives established for the next one to five years. The goals and service roles were

selected based on the characteristics of the community and input from the Community Library Needs Assessment.

COMMUNITY CHARACTERISTICS

Hesperia is located 35 miles north of the City of San Bernardino (San Bernardino County) in the "High Desert" commonly referred to as the "Victor Valley." Situated at the gateway to the Cajon Pass, most of Hesperia's 70+ square-mile incorporated area lies east of Interstate 15. Hesperia's affordable housing and low population density per square mile make it an oasis for residents seeking a warm, arid climate and an escape from the congestion and social problems of the surrounding large urban areas. Although a young city (incorporated July 1, 1988), Hesperia's population has grown dramatically. In 1980, prior to incorporation Hesperia boasted a population of 13,540. The current population of 62,582 (U.S. Census 2000) reflects an increase of 362%. Projections show that the population will continue to increase, reaching 89,882 persons by the year 2020. With nearly 54% of its total population under the age of 34, Hesperia is a young community. Over 81.3% of the households include children. The population growth is primarily comprised of families seeking safe, affordable, rural and educational environments. The City's motto - "City of Progress" - summarizes the vision of the community to create a City that attracts more businesses to improve and balance the quality of life in Hesperia.

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SECTION 3
PLAN OF SERVICE
VISION, METHODOLOGY, MISSION AND SERVICE ROLES

VISION STATEMENT

> *As the San Bernardino County Library enters the twenty-first century, it affirms its commitment to state-of-the-art technology to support and enhance library resources and services. The County Library continues its commitment to be a partner, an educator, a resource, and guide upon which the public, the schools, business, industry, and government can rely for accurate timely information, lifelong learning opportunities, recreational and intellectual stimulation, and cultural enrichment.*

PLAN OF SERVICE METHODOLOGY

Aligning with that vision, representatives and Library Stakeholders from the community of Hesperia have discussed library service opportunities and merged their individual agendas into a single, cohesive voice of support for a new library that will be a focal point for the Hesperia community. Meetings, community workshops, surveys, steering groups, and local visioning results were all inputs into the Needs Assessment and ultimately the Plan of Service. The Needs Assessment process affirmed that a new facility is required to provide library services that the residents, particularly K-12 students, desire, deserve, and need. Following are the community needs expressed that formed the basis for the goals of the new library:

- Prominently and conveniently located library
- Library staff and school collaboration
- Learning and career resources
- Meeting rooms for library and community audiences
- Computer Center and appropriate technology resources including software, electronic databases, and Internet access
- Study Rooms for individual or group study

MISSION STATEMENT

> *The San Bernardino County Library will provide equal access to information services and materials for all people of the County of San Bernardino. The library will actively promote its information services, materials and programs for the informational, educational, cultural, and recreational needs of all residents of San Bernardino County.*

SERVICE ROLES

Service roles are what the library provides to its patrons to meet community needs identified in the recent Needs Assessment process. Service roles are definitive statements of the activities that the library will undertake to carry out its goals, vision,

and mission as identified by the Hesperia community. There are six service roles selected for the Hesperia Library. Each of the service roles will be described along with the relevant goal. The six service roles are as follows:

- General Information
- Formal Learning Support
- Lifelong Learning
- Current Topics and Titles
- Basic Literacy
- Information Literacy

HESPERIA UNIFIED SCHOOL DISTRICT MISSION STATEMENT

The mission of Hesperia Unified School District is to provide students with the knowledge, skills, and values necessary to meet the challenges of a changing and diverse society.

We believe…
In the dignity and worth of every human being
In educating citizens for a democratic society
In education as a shared responsibility
In respecting and appreciating our similarities and differences
In maximizing choices for career opportunities
In a society of lifelong learners

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SECTION 4
PLAN OF SERVICE
GOALS AND OBJECTIVES

The following goals and objectives were formulated after reviewing the outcomes and findings of the Community Library Needs Assessment prepared as a precursor to the Library Bond Act Grant application. Each of the goals and objectives are directed at providing library services for K-12 students, and are responsive to library service needs identified through the various public input initiatives employed in the Needs Assessment. The Plan of Service employs service indicators to evaluate the success of the library in accommodating library service needs during the various stages of the library's growth and maturation. Because this Plan of Service is dynamic, constant evaluation will occur to provide the most beneficial library services. The objectives are presented as "short" (Year One), "medium" (Years Two to Four), and "long-term" (Years Three to Five). During the quarterly review of this Plan of Service it is possible that urgent needs may warrant a shift of implementation of those medium and long-term objectives.

GOAL ONE: Provide equal access to information and resources in the Hesperia Branch Library utilizing the most current technology within the library or from remote locations.

Service Role: General Information

SERVICE ROLE: GENERAL INFORMATION
The Hesperia Library's goal is to meet patron needs for information and provide answers to questions on a broad array of topics related to work, school, and personal life. General information services are offered to patrons of all ages, from preschoolers to seniors. While general information service applies to people of all ages, special efforts are made with school-aged children from six to eighteen. All of the resources of the County Library system provide backup for information service.

The library offers print, non-print and electronic resources that cover a variety of topics. Staff locates relevant information that satisfies patron needs. The library provides telephone information service and accepts and answers questions via fax and e-mail. The library's catalog and electronic databases are available via the Internet on the library's homepage. Computer workstations are available to access a full range of information resources including the Internet, magazine indexes and other databases to which the library subscribes. The staff and volunteers provide instruction in skills relating to locating, evaluating, and using information resources of all types. The library is committed to providing continuing education for its staff in order to improve skills and keep abreast of the changing nature of information delivery.

PROGRAM RESPONSE
Shared Electronic and Telecommunications Services: San Bernardino County, through their library system, will provide remote electronic access to the library catalog and database subscriptions as well as web resources linked to the library homepage at

www.sbcounty.gov/library. This program shall connect students, families, and library users with technology based programs and resources that ultimately promote technological literacy. In the Hesperia Library Needs Assessment students and teachers alike indicated that computers and requisite computer programs were needed to manipulate and process data.

SHORT TERM OBJECTIVES – YEAR ONE (PROGRAMMATIC AND SERVICE)

- Provide 57 hours of reference service, (assuming staff are in the building an hour before opening and available to answer phones and e-mailed reference questions).
  Service Indicators: Reference statistics

- Provide at a minimum 6,550 books, databases, and other library materials as a reference collection to answer ready reference questions.
  Service Indicators: Collection development statistics, Acquisitions statistics

- Assist patrons by answering 100,000 reference inquiries, or 1.5 per capita. Staff the Information Desk with minimum of two librarians during all hours the library is open. Provide friendly and helpful service to answer questions of patrons who visit the library 350,000 times annually, a 40% increase due to increased service hours.
  Service Indicators: Reference statistics, user survey data

- Equip, staff and provide a Computer Center with twenty personal computers. Load computers with electronic databases, software applications, Internet access and library homepage links to reliable and useful Internet web pages.
  Service Indicators: Number of patrons using Computer Center

- Develop a training schedule for classes provided in the Computer Center for students and other patrons. Publicize training schedule and conduct classes.
  Service Indicators: Number of participants, user evaluations

- Provide remote access to the library online catalog, electronic databases (for example, "What Do I Read Next," "Net Library," "Novelist," "Online Book Club," "Jobstar," etc.) and the library homepage with links to reliable Internet resources.
  Service Indicators: Number of users

- Evaluate and consider reference and information resources in the most appropriate format, adding and changing subscriptions as appropriate. The library is committed to increasing its reliance on online reference resources, electronic databases, and supporting remote access to such products.
  Service Indicators: Collection development statistics, user satisfaction

- Develop the entire collection of non-fiction materials as reference tools, utilizing finding aids and guides to the collections beyond the designated reference section.
  Service Indicators: Collection development statistics

- Provide for quiet and group study, equipped with access to computer resources.
  Service Indicators: Library space standards

MID-TERM OBJECTIVES – YEARS TWO TO FOUR (ENHANCE SERVICES)

- Evaluate hours of service for the purpose of augmenting hours of operation based upon library census and usage patterns.
  Service Indicators: Hours of service, user and non-user surveys

- Meet and confer with staff from Hesperia Unified School District and the City of Hesperia, to review and modify, as necessary, joint use services to continue to meet community needs.
  Service Indicators: New or amended services provided to patrons

- Use the library's established plan to withdraw outdated and under-utilized non-fiction books from the collection, evaluating collection weaknesses and filling in classic and reprinted titles of note. Submit requests to the County Library Administration for homepage site improvements that pertain to information services.
  Service Indicators: Collection development statistics

- Anticipate providing information service to an additional 25% of patrons per year.
  Service Indicators: Patron counts

- Maintain acquisitions at first year levels or greater, updating ready reference resources in a timely manner, acquiring at least one encyclopedia resource annually.
  Service Indicators: Acquisition statistics

LONG TERM OBJECTIVES – YEARS THREE TO FIVE (ENHANCEMENT AND FUTURE GROWTH PLANNING)

- Develop and administer an Accountability Assessment Survey that measures patron satisfaction with improved information service levels including computer-training classes.
  Service Indicators: User surveys distributed and collected for analysis

- Evaluate and review space allocations and arrangements for reference resources, electronic workstations and public seating; make changes as appropriate.
  Service Indicators: Library space standards

- Evaluate workshops available and technology-tutoring programs offered, Design, and implement appropriate programs for keeping patrons knowledgeable in accessing information resources.
  Service Indicators: Number of programs, attendee evaluations

POPULATION SERVED

- K–12 public school students
- Teachers
- Parents and caregivers
- General public

NEED ADDRESSED

The Shared Electronic and Telecommunication Service Program directly addresses the Need identified in Hesperia's Community Needs Assessment. Specifically, 80.3% of the respondents (statistically correct sampling of city) indicated that computer resources such as databases, indexes, and CD-ROMs were "Very Important."

GOAL TWO: Provide resources and services to children and young adults necessary to enable them to augment their educational needs.

Service Role: Formal Learning Support

SERVICE ROLE: FORMAL LEARNING SUPPORT

The Hesperia Library's goal is to meet patron needs for students who are enrolled in a formal program of education or who are pursuing their education through an alternative program to attain their educational goals.

The library will offer print, non-print and electronic resources that cover a variety of topics, which further the educational progress of students. Library activities and materials will support the curricular objectives of a teaching institution or institutions. Facilities conducive to learning will be provided. Homework resources will provide Internet access to services such as Homework Tutor and other instructional technologies such as educational software and educational videos. Expert assistance with homework and help with other school projects will be offered. The library facility will include three Study Rooms, a Community Room, a Computer Center and a Learning and Career Resources area.

The staff and volunteers will provide instruction in skills relating to locating, evaluating, and using information resources of all types. A formal Joint Use Agreement will be in place between the County Library and the Hesperia Unified School District for implementation at the Hesperia Library.

PROGRAM RESPONSE
Computer Center: Equip, staff, and support a Computer Center within the new Hesperia Branch Library.

SHORT TERM OBJECTIVES – YEAR ONE (PROGRAMMATIC AND SERVICE)

- Provide 29 hours of homework support services, particularly afternoon, evening and weekend hours.
  Service Indicators: Hours of service

- Provide twenty (20) personal computers (PCs) with filtered Internet access.
  Service Indicators: Number of patrons using Computer Center, students served

- Make available selected databases and software programs to assist with student learning activities for grades 6 through 12 and the general public.
  Service Indicators: Number of patrons using Computer Center, students served

- Furnish CD-ROM based encyclopedia software.
  Service Indicators: Number of patrons using Computer Center, students served

- Joint Use Specialist, Literacy Specialist, and Young Adult Specialist will teach computer literacy classes covering introductory to advanced level skill instruction.
  Service Indicators: Number of participants, attendee evaluations, and *young adults served*

- Provide computer class instruction for students, ages 16 to adult, two days a week.
  Service Indicators: *Number of participants, attendee evaluations, and number of classes offered*

- Library staffing (Joint Use Specialist, Young Adult Specialist), to provide instruction an additional one day per week for students after school, as well as classes for the general public.
  Service Indicators: *Number of participants, attendee evaluations, student participation, number of classes*

- Offer an Internet/e-mail class for senior citizens, to be held four times a year, for two hours a day over a four-week time period.
  Service Indicators: Number of participants, attendee evaluations, number of senior attendees

- Provide 500 books, electronic databases, and other library materials as a curriculum collection to answer homework-related questions, and assist students with completion of school related projects.
  Service Indicators: Numbers of students served

- The Hesperia Unified School District will provide one complete set of textbooks (for all grades K-12) to assist with homework and studies at the library.
  Service Indicators: Numbers of students served

- Provide homework support services in the Computer Center with instruction for students. Training classes provided by the Joint Use Specialist, the Children's Librarian and the Young Adult Specialist, will be offered a minimum of three days per week, after school hours.
  Service Indicators: Number of participants, attendee evaluations

- Provide friendly and helpful service to answer questions of students who visit the library more than 50,000 times annually. Staff will have a good knowledge of how students learn about the topics they are studying. Staff will develop and maintain a good knowledge of the curricular goals of the educational institutions supported.
  Service Indicators: Numbers of students served

- Evaluate and consider reference and information resources for students in the most appropriate format, adding and changing subscriptions, and focusing homework resources and support for grades 5 through 12.
  Service Indicators: Collection development statistics, Acquisitions statistics, census of students served

- Provide electronic pathfinders to guide students to the most useful areas of the reference and non-fiction collections for specific information needs, such as a "Science Projects" bibliography for grades fifth through eighth or a "California Missions" bookmark for fourth graders.
  Service Indicators: Numbers printed and distributed

- Provide sophisticated databases of Reference resources for students such as Gale's Biography Resource Center.
  Service Indicators: Acquisitions statistics

- Provide for quiet and group study, equipped with access to computer resources.
  Service Indicators: Library space standards

- Develop and implement a series of programs to introduce school-age children to the library's reference and electronic resources and how to optimally utilize them. Provide classes and individual one-on-one tutoring at least 10 hours each week.
  Service Indicators: Number of students served

- Develop and implement a series of activities known as the Read and Succeed Program to encourage school-age children to read for knowledge as well as entertainment. The program will include workshops for parents and caregivers with their children that focus on the development of good reading skills and emphasize the benefits of reading.
  Service Indicators: Number of participants

- Meet with teachers of local schools to share information on collections, curriculum needs, school library collaborations, and homework assistance.
  Service Indicators: Number of meetings held per year

MID-TERM OBJECTIVES – YEARS TWO TO FOUR (ENHANCE SERVICES)

- Revise or continue existing hours of service based on community interest and staff resources.
  Service Indicators: Hours of service, user and non-user surveys

- Continue or revise training classes in the Computer Center for homework support.
  Service Indicators: Number of participants, user evaluations

- Implement "Recharge Program" to withdraw outdated and under utilized non-fiction books from the collection, evaluating collection weaknesses and filling in classic and reprinted titles of note.
  Service Indicators: Collection development statistics

- Anticipate providing homework support service to an additional 25% of students per year as the service is advertised and as teachers become aware of what support is available.
  Service Indicators: Number of students served

- Maintain acquisitions at first year levels or greater, updating student resources as teachers update assignments.
  Service Indicators: Acquisition statistics

- Focus collection development on resources that supplement rather than duplicate resources available in institutions of formal learning.
  Service Indicators: Collection development statistics

LONG TERM OBJECTIVES – YEARS THREE TO FIVE (ENHANCEMENT AND FUTURE GROWTH PLANNING)

- Develop and administer an Accountability Assessment Survey that measures student and teacher satisfaction with improved homework support levels.
  Service Indicators: Number of surveys distributed and collected for analysis

- Evaluate and review collections of all institutions of formal learning where a joint use is formalized, cooperate in creating collections that complement rather than duplicate efforts to support student learning.
  Service Indicators: Collection development statistics

- Create and maintain outreach opportunities to the schools that bring library programs to school-age populations, work with school teachers to identify strengths of the library's reference resources as they relate to school assignments.
  Service Indicators: Number of programs offered, number of teachers contacted

- Evaluate workshops available and technology-tutoring programs offered, design and implement appropriate programs for keeping students knowledgeable in accessing information resources that support their learning goals.
  Service Indicators: Number of programs offered, participant evaluations

POPULATION SERVED

- K–12 public school students
- Senior citizens
- Parents and caregivers
- General public

NEED ADDRESSED

The proposed Computer Center Program resulted from the Community Library Needs Assessment (Telephone Survey) that ranked a Computer Learning Center as the most important component (92% of respondents indicated importance of a Computer Center in the new facility) of a new library. School officials, Chamber of Commerce, Library Stakeholders, and Student Focus Groups all ranked a Computer Center as a necessary component of the proposed new library.

GOAL THREE: Provide resources and services to library patrons of all ages that enable them to enhance their personal, recreational, and lifelong learning opportunities.

> Service Roles: Lifelong Learning
> Current Topics and Titles

SERVICE ROLE: LIFELONG LEARNING

The Hesperia Library's goal is to provide lifelong learning opportunities by assisting patrons who desire self-directed personal growth. The library provides and maintains a collection of circulating materials on a wide variety of topics in which patrons have a continuing interest. While lifelong learning is a service that applies to people of all ages, special efforts are made to introduce very young children to the joy of reading.

The library will develop pathfinders or collection guides to assist patrons in learning about specific subjects or topics for which there are frequent requests. The library maintains collections in the areas of local interest and provides programs on a variety of topics such as continuing education about health and medicine, personal finance, and travel topics. The library's Summer Reading Program enables children and young adults to sustain their reading skills and enhance their joy of reading.

In conjunction with the library's focus on serving its joint use partnership with the Hesperia Unified School District, the library will make a special effort to encourage teachers as they pursue informal learning to support their efforts in their work environment. The library will provide quarterly workshops, which highlight information about supplemental resources available to teachers at the library. This will encourage cross-communication among teachers and public librarians about their joint objectives to support school assignments, which would result in improved student usage of library resources.

PROGRAM RESPONSE

Learning and Career Resources: Equip, staff, and provide a variety of resources and services to provide direction for lifelong learning and personal growth for students, teachers, parents, caregivers, and adult learners. The collections, databases, and services will focus on the needs identified in the Library Community Needs Assessment. Learning and Career Resources will be located adjacent to the library's Computer Center and Community Room. Library staff (Joint Use Specialist, Young Adult Specialist, Children's Librarian), and trained volunteers will provide assistance during public service hours.

SHORT TERM OBJECTIVES – YEAR ONE (PROGRAMMATIC AND SERVICE)

- Provide quarterly "Resource Training" workshops focusing on information in print and electronic resources available at the library to assist students, teachers, parents, caregivers, and the general public.
  Service Indicators: Number of programs offered, attendance statistics, and attendee evaluation

- Provide "Homework Resources" including electronic databases, reference collections, and Hesperia Unified School District textbooks, with support and assistance from library staff and volunteers.
  Service Indicators: In-house counts of school textbooks and electronic databases, daily usage of reference collections, individual and group usage of Study Rooms

- Provide a minimum of four continuing education seminars on topics such as personal health or personal finance.
  Service Indicators: Number of programs offered per year

- Provide printed materials, electronic resources, and staffing assistance to library patrons evaluating career development.
  Service Indicators: Daily count of patrons assisted, usage of Computer Center for career development

- Offer career assessments, reference books, videotapes, and GED preparation materials and staffing assistance that will enable patrons to grow on an education or career level.
  Service Indicators: Daily count of patrons assisted, usage of Computer Center for career development, career assessments provided

- Provide ninety-minute workshops twice a month on topics such as Goal Setting, Career Training, How to Find a Perfect Job, How to Prepare a Resume, How to Find Public Assistance, Interview Techniques, and How to Dress for Success. Workshops will be provided by the Hesperia Unified School District Program Assistant and coordinated by the Library Joint Use Specialist.
  Service Indicators: Number of programs offered per year, attendee evaluation

- Assign staff, the Children's Librarian, the Young Adult Specialist, and the Joint Use Specialist, to specific hours of service for the Learning and Career Resources area to assist students and other patrons to develop techniques for obtaining information and completing school assignments.
  Service Indicators: daily statistics for number of patrons assisted

- Recruit and train volunteers to assist students and other patrons to effectively use the resources in the Learning and Career Resources area.
  Service Indicators: Number of volunteers recruited and trained

- Provide weekly story times for preschoolers to introduce them to the joy of books and reading.
  Service Indicators: Number of programs offered, number of attendees

- Present a summer Reading Program for children and young adults with the objective of 500 children participating.
  Service Indicators: Number of participants

- Develop and distribute pathfinders/bookmarks to guide patrons to the most popular areas of the non-fiction collections. Post on the library homepage.
  Service Indicators: Number of pieces printed and distributed

- Develop and present quarterly workshops that highlight library resources in support of school curriculum.
  Service Indicators: Number of workshops offered

MID-TERM OBJECTIVES – YEARS TWO TO FOUR (ENHANCE SERVICES)

- Evaluate interest and need to develop an adult Summer Reading Program and design and implement as appropriate.
  Service Indicators: User surveys

- Meet and confer with staff from the Hesperia Unified School District and the City of Hesperia to review and modify, as necessary, joint use services to continue to meet community needs.
  Service Indicators: New or amended services provided to patrons

- Evaluate the feasibility of partnering with additional community agencies/groups to provide ongoing "Personal Interest Classes" such as on personal finances.
  Service Indicators: Number of joint venture partners contacted

- Evaluate student and teacher needs and extend support beyond introduction to the library's resources and career development and into continuing educational theory support utilizing distance education available from colleges with Teacher Education programs.
  Service Indicators: Library needs assessment

- Review and evaluate special programs and services to children for value and effectiveness; add, revise and discontinue programs as appropriate.
  Service Indicators: Library user surveys

LONG TERM OBJECTIVES – YEARS THREE TO FIVE (ENHANCEMENT AND FUTURE GROWTH PLANNING)

- Develop and administer an Accountability Assessment Survey that measures patron satisfaction for joint use services, and other library resources and services including hours of operation for public use.
  Service Indicators: Number of surveys distributed and collected for analysis

- Create and maintain outreach opportunities to the community that bring books and programs to underserved populations, those in preschool and care facilities.
  Service Indicators: Number of community contacts

- Create and maintain reading lists for babies, toddlers, and preschoolers for distribution to parents and caregivers. Offer workshops to pre-schools and home child caregivers on utilizing story telling for pre-literacy activities.
  Service Indicators: Number of programs offered

- Ensure that technology utilized has available self-paced individualized instruction on a variety of lifelong learning topics.
  Service Indicators: Acquisitions statistics

- Develop continuing focus group surveys of area schoolteachers to assess how their in-service training needs are being met, work in conjunction with the school district to complement, not duplicate, in-service teacher training.
  Service Indicators: User surveys

POPULATION SERVED

- Students (K-12)
- Teachers
- Parents and caregivers
- Adult learners
- General public

NEED ADDRESSED

The need for Learning and Career Resources was first articulated in the Library Master Plan prepared by Providence Associates in 2001. As they evaluated the operations and services of the Hesperia Branch Library they noted the need for Learning and Career Resources because Hesperia had no college campuses that could fill this void. Providence noted the importance of developing self-directed, lifelong learning opportunities in their study.

The community need was further underscored by students, teachers, Library Stakeholders, and Chamber of Commerce Focus Group meetings. The Hesperia Library Survey (2002) also showed a preponderance of support for Learning and Career Resources.

Finally, students and teachers weighed in on the importance of a college/career function for those that were contemplating their future paths.

SERVICE ROLE - CURRENT TOPICS AND TITLES

The Hesperia Library's goal is to provide a collection of current books, electronic databases, audio books, compact discs, video recordings, magazines and newspapers for adults and children that are selected to fulfill patron needs for information about popular cultural and societal trends and to meet their desire for satisfying recreational experiences. Best sellers and titles in high demand are available in multiple copies. "New" materials are conveniently available and prominently displayed with attention-drawing shelving and posted "Best Seller" and "Patron Favorites" listed bulletins. Patron requests for purchases are welcomed and seriously considered and purchased regularly. Large print books are available for patrons who have difficulty reading conventional print.

A pleasant environment will be provided with comfortable lounge chairs, reading tables, and excellent lighting. Library staff is knowledgeable about the content of best-selling titles and the style of popular authors and genres to offer guidance to patrons. The library will offer programs such as book talks, discussion groups, and exhibits that promote topics of current interest. The library's computer resources will contain a database selected to assist staff and patrons with Reader's Advisory about fiction and genre selections. Computer resources will exist to highlight current non-fiction topics and provide access to a wide-ranging variety of popular full-text magazine articles that can provide quick responses to current events.

PROGRAM RESPONSE

Learning and Career Resources: Equip, staff, and provide a variety of resources and services to provide direction for lifelong learning and personal growth for students, teachers, parents, caregivers, and adult learners. The collections, databases and services will focus on the needs identified in the Library Community Needs Assessment. Learning and Career Resources will be located adjacent to the library's Computer Center and Community Room. Library staff (Joint Use Specialist, Young Adult Specialist, Children's Librarian), and trained volunteers will provide assistance during public service hours.

SHORT TERM OBJECTIVES – YEAR ONE (PROGRAMMATIC AND SERVICE)

- Provide 52 hours of service, six days a week, opening on weekdays at 10 am in the mornings, with two evening hours of service to 8 pm, three days of service until 6 pm and Saturday service from 9 am to 5 pm.
  Service Indicators: User and non-user surveys

- Acquire 87,720 books and other library materials to build the collection rapidly, dropping back in annual acquisitions as the collection stabilizes.
  Service Indicators: Acquisitions statistics, circulation turnover rates

- Ensure that display shelving and display bulletin boards are kept fresh and relevant to Current Topics and allow for merchandising of materials.
  Service Indicators: Number of displays offered

- Ensure that technology utilized is available at the library and in the home and that Reader's Advisory is offered through the library's homepage and highlighted on a periodic basis with programs offered at the library on how best to utilize the computer databases for improved reading enjoyment.
  Service Indicators: Number of web page hits, number of programs offered

- Check-out materials at an average of 5.2 items per capita. This objective represents a 40% increase in service when compared to the limited library functions and collections currently available to Hesperia residents.
  Service Indicators: Circulation statistics, items per capita rate

- Provide friendly and helpful service to patrons projected to visit the library 350,000 times annually.
  Service Indicators: Patron counts, library accountability surveys

- Implement new and improved collections of reference materials, and increased collections of Children's and Young Adult materials to supplement the collections for audiences that will be drawn into the library through joint use ventures.
  Service Indicators: Collection development statistics, user surveys

- Develop and distribute reader's advisory bookmarks to guide patrons to the most popular areas of the fiction and genre collections.
  Service Indicators: Number of bookmarks printed and distributed

- Provide electronic databases for reader's advisory service such as the "What Do I Read Next?" or "Novelist" database.
  Service Indicators: Acquisition statistics, web site evaluations

- Develop, distribute, and post electronically on the library homepage a series of age appropriate bibliographies to guide children and parents to books in the collection such as the "If you like A Series of Unfortunate Events by Lemony Snicket, try these authors…" bibliography.
  Service Indicators: Number of bibliographies printed and distributed

- Develop and implement a series of programs to highlight recreational reading that builds upon the successful Summer Reading Program for Children and Young Adults.
  Service Indicators: Number of program participants

- Develop and implement a series of cultural programs for adults that strengthen their understanding of current societal trends through reading discussion groups and author appearances.
  Service Indicators: Number of programs offered, attendee evaluations

MID-TERM OBJECTIVES – YEARS TWO TO FOUR (ENHANCE SERVICES)

- Revise or continue existing hours of service based on community interest and staff resources.
  Service Indicators: User and non-user surveys

- Implement "Recharge Program" to withdraw outdated and under utilized non-fiction books from the collection, evaluating collection weaknesses and filling in classic and reprinted titles of note.
  Service Indicators: Collection development statistics

- Anticipate providing service to an additional 25% more patrons checking out an additional 30% more materials per year.
  Service Indicators: Circulation statistics, fill rates, turnover rates

- Select materials in new formats, e.g. books on compact disc, videodiscs and electronic books.
  Service Indicators: Acquisition statistics

- Maintain acquisitions at first year levels or greater.
  Service Indicators: Acquisition statistics

- Review joint use programs and services to improve and change as required to meet the needs of the students and the public.
  Service Indicators: Number of programs, attendee evaluations

LONG TERM OBJECTIVES – YEARS THREE TO FIVE (ENHANCEMENT AND FUTURE GROWTH PLANNING)

- Develop and administer an Accountability Assessment Survey that measures patron satisfaction with improved service levels.
  Service Indicators: Number of surveys distributed and collected for analysis

- Evaluate and review space allocations and arrangements for books, recordings and other materials, electronic workstations and public seating; make changes as appropriate.
  Service Indicators: Library space standards

- Create and maintain outreach opportunities to the community that bring books and recreational materials and programs to underserved populations, such as those in long-term care facilities or pre-school and child care facilities.
  Service Indicators: Number of public relations contacts per year

POPULATION SERVED

- Students (K-12)
- Teachers
- Parents and caregivers
- Adult learners
- General public

NEED ADDRESSED

The need for Learning and Career Resources was first articulated in the Library Master Plan prepared by Providence Associates in 2001. As they evaluated the operations and service needs for a Hesperia Branch Library they noted the need for Learning and Career Resources because Hesperia had no college campuses that could fill this void. Providence noted the importance of developing self-directed lifelong learning opportunities in their study.

The community need was further underscored by students, teachers, Library Stakeholders, and Chamber of Commerce Focus Group meetings. The Hesperia Library Survey (2002) also showed a preponderance of support for Learning and Career Resources.

Finally, students and teachers weighed in on the importance of a college/career function for those that were contemplating their future paths.

GOAL FOUR: Provide the opportunity for adults and families to participate in literacy services and programs to improve their literacy and computer skills.

Service Roles: Basic Literacy
Information Literacy

SERVICE ROLE: BASIC LITERACY

The Hesperia Library's goal is to provide a learning environment, specialized materials, and access to a Literacy Specialist and trained tutors to help patrons reach their personal literacy goals. The library provides specially designed facilities and access to instructional technologies that enhance the effectiveness of tutoring efforts.

The library will offer an English Language Improvement program, basic literacy and family literacy programs. The library acts as a gateway for immigrant populations that may be highly literate in their own culture but need to assimilate to the mainstream culture. Tutoring and workshops are offered on reading, functional math skills, computer skills, and exam preparation for citizenship exams or for attaining a Graduate Equivalency Diploma. In addition to the classes that will be provided, the frequency and types of new classes will vary and be gauged by attendee statistics and community needs.

PROGRAM RESPONSE

Study/Tutoring/Literacy and Community Rooms – Library Building Program: As a direct outcome of the Community Library Needs Assessment, the new Hesperia Branch Library will be constructed with Study and Community Rooms to support the many programs and activities that occur on a daily basis. The location, size, and configuration of these rooms are described in the Building Program and are shown on the floor plan.

SHORT TERM OBJECTIVES – YEAR ONE (PROGRAMMATIC AND SERVICE)

- Construct and make available quiet Study Rooms for public use by individuals or small groups during Hesperia Library public service hours and for parent/teacher conferences.
  Service Indicators: Usage statistics of Study Rooms

- Construct a Community Room to support multi-media events, training programs and workshops that will be offered by the Hesperia Branch Library, Hesperia Unified School District, City of Hesperia, and other community groups.
  Service Indicators: Usage statistics, number of training sessions and workshops offered, attendee evaluations.

- Provide a workshop for library personnel and tutors to bring an awareness of the challenges and problems faced by adult new readers, individuals learning English as a second language, and other learners participating in library literacy programs.
  Service Indicators: Number of participants, attendee evaluations

- Provide English Language Improvement, basic literacy, and family literacy programs.
  Service Indicators: Number of participants, attendee evaluations

- Provide tutorial training to literacy volunteers and provide them with the workbooks and controlled vocabulary texts specifically designed for use in literacy and English Improvement programs.
  Service Indicators: Number of volunteers trained

- Provide computer software intended to supplement the interaction between learners and tutors.
  Service Indicators: Acquisition statistics

- Develop a collection of high-interest/low vocabulary materials for new learners as well as materials that support volunteer tutors in their efforts to understand individualized instruction.
  Service Indicators: Collection development statistics

- Maintain an active outreach program that extends into the community to find potential learners and help them identify the program, educational level, and type of classes needed to reach their literacy goals.
  Service Indicators: Number of people served

- Provide space to support the Friends of the Library sale of used books and magazines to provide a low-cost alternative that allows books and magazines into the homes of the community, supporting the objective of "owned" reading material available to all regardless of income level.
  Service Indicators: Library space standards

MID-TERM OBJECTIVES – YEARS TWO TO FOUR (ENHANCE SERVICES)

- Evaluate and review existing community partnerships to enhance the library's literacy services. Extensive partnering with schools and community organizations will be maintained to create a literacy network throughout the community.
  Service Indicators: Number of community partners contacted

- Review and evaluate special programs and services to adult new readers, consider establishing a reading group for adult new readers that will encourage participants, who don't have to be able to read when they begin, to discuss literature and to write family stories.
  Service Indicators: Participant evaluations

LONG TERM OBJECTIVES – YEARS THREE TO FIVE (ENHANCEMENT AND FUTURE GROWTH PLANNING)

- Evaluate and review the library's literacy services in light of changing demographics, space needs and community interest.
  Service Indicators: User surveys

- Review and adjust as necessary, computer-based and computer-assisted literacy training opportunities.
  Service Indicators: Acquisitions statistics, literacy participants survey

POPULATION SERVED

- Students (K–12)
- Teachers
- Parents and caregivers
- Adult learners
- General public

NEED ADDRESSED

It was a unanimous finding of all focus groups and the Library Stakeholders Committee that there was an urgent unmet need for study and meeting rooms to address literacy needs in a library environment. The Community Library Needs Assessment reported that students sought solace for places to study quietly while parents and adult learners yearned for community rooms for special programs, workshops, or other learning

activities. Local community groups relayed their need for meeting rooms and 86.7% of those surveyed (Hesperia Library Survey, 2002) noted that the community meeting rooms were desperately needed and thought they should be integrated in the proposed library.

SERVICE ROLE – INFORMATION LITERACY

The Hesperia Library's goal is to help address the need for skills related to finding, evaluating, and using information effectively. The new Hesperia Branch Library provides specially designed facilities and access to instructional technologies that teach the public to find and evaluate information in a variety of formats, including Internet training and access.

Library staff will be knowledgeable about how people seek information and learn. Staff or volunteers will offer group classes, individual tutoring, or spontaneous one-on-one training in topics such as media literacy or finding resources on the Internet. The library will provide a Computer Center that will be utilized for training or classroom purposes. In keeping with its Formal Learning service role, the library will focus on providing Information Literacy services that teach critical thinking skills to all students in the community. Aspects of the service that will be emphasized include teaching effective strategies when using various Internet search engines and instruction in how to perform expert or complex searches on the library system's online catalog and with its online databases. In addition to the classes that will be provided, the frequency and types of new classes will vary and be gauged by attendee statistics and community needs.

PROGRAM RESPONSE

Computer Center, Study/Tutoring/Literacy and Community Rooms – Library Building Program: As a direct outcome of the Community Library Needs Assessment, the new Hesperia Branch Library will be constructed with a Computer Center, Study/Tutoring/Literacy and Community Rooms to support the many programs and activities that occur on a daily basis. The location, size, and configuration of these rooms are described in the Building Program and are shown on the floor plan.

SHORT TERM OBJECTIVES – YEAR ONE (PROGRAMMATIC AND SERVICE)

- Provide workshops for library personnel that focus on a knowledge of how people seek and process information and provide techniques to develop skill in evaluating information resources.
  Service Indicators: Number of participants

- Provide staff that has an excellent range of computer skills and familiarity with different types of software products.
  Service Indicators: Human resources statistics

- Provide computer support facilities and specialized equipment such as video equipment capable of frame-by-frame display and computer input video projection units.
  Service Indicators: Library space standards, equipment standards

- Offer training sessions, twice a week, for students and other patrons with different levels of computer knowledge. Provide volunteer tutors for one-to-one instruction.
  Service Indicators: Number of participants

- Provide a range of electronic resources throughout the library's collections to be used in providing these services. All materials can be used to help people understand how to find and critically evaluate information.
  Service Indicators: Acquisitions statistics

- Provide in-service training for school district personnel regarding how to evaluate Internet resources for educational purposes.
  Service Indicators: Number of school district participants

- Maintain an active outreach program that extends into the community to find potential learners and help them identify the type of training or classes they need to reach their information literacy goals.
  Service Indicators: User surveys, number of PR contacts designed

MID-TERM OBJECTIVES – YEARS TWO TO FOUR (ENHANCE SERVICES)

- Offer a variety of training sessions for students and other patrons with different levels of computer knowledge and skills. Objectives for training sessions will go beyond the basic how-to's seeking to impart digital literacy competencies such as the critical evaluation of online content. Revise content of sessions to go deeper into evaluative techniques as basic needs are covered.
  Service Indicators: Number of sessions offered, number of participants

- Evaluate and review special programs on information literacy to remain current with new technologies and changing information resource design.
  Service Indicators: Participant program evaluations for relevancy

- Review and evaluate special programs and services to teachers and other special population target groups such as business people or seniors.
  Service Indicators: Numbers and types of participants

LONG TERM OBJECTIVES – YEARS THREE TO FIVE (ENHANCEMENT AND FUTURE GROWTH PLANNING)

- Evaluate and review the library's information literacy services in light of changing technologies and the result of personal computer penetration rate into community homes and workplaces.
  Service Indicators: Library needs assessment

- Computer-based training sessions may be developed that present techniques for learning the skills related to finding, evaluating, and using information effectively.
  Service Indicators: Participant evaluations

- Continually support the Computer Center to accommodate changes in technologies and provide examples of the equipment available to people who determine that they can incorporate computers into their homes and lifestyles.
  Service Indicators: Equipment standards, library space standards

POPULATION SERVED

- Students (K–12)
- Teachers
- Parents and caregivers
- Adult learners
- General public

NEED ADDRESSED

Library patrons and joint use collaborators expressed a strong desire for a Computer Center that would support not only library uses but also student needs during public hours after school and on weekends. Students expressed a need for access to computer resources that would assist them with homework and special research projects. In addition, it was a unanimous finding of all the focus groups and the Library Stakeholders Committee that there was an urgent unmet need for study and meeting rooms in a library environment.

The Community Library Needs Assessment reported that students sought solace for places to study quietly while parents and adult learners yearned for community rooms for special programs, workshops, or other learning activities. Local community groups relayed their need for meeting rooms and 86.7% of those surveyed (Hesperia Library Survey, 2002) noted the community meeting rooms were desperately needed and thought they should be integrated in the proposed library.

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SECTION 5

TYPES OF SERVICES TO BE OFFERED

Based upon the input received through focus groups, telephone surveys, the San Bernardino County Library Master Plan, and Hesperia Community Library Needs Assessment, six service roles were elevated as top priorities for library service in Hesperia. Additionally, library patrons yearned for a wider breadth to library collections and media, convenient and safe access, increased programming for students and children, plus opportunities to learn about emerging technology. Service clubs and local school administrators advanced the need for Study Rooms, a Computer Center, and career resources. A collaborative effort amongst the City of Hesperia, Hesperia Unified School District, and San Bernardino County Library was developed as a vehicle to ensure these needed library services would be provided.

Examples of the types of services that will be offered to various library constituencies reflect those priorities identified in the Library Needs Assessment and delivered by specific service roles that support the Hesperia Branch Library's goals, vision and mission. These services support specific library user groups, however, there are some services that meet the needs of most, if not all groups. The listings below are not intended to be exhaustive, rather illustrative of the many services that will be offered at the Hesperia Branch Library. On many occasions, the following services are abridged versions of objectives defined in the previous section. They have been paraphrased for brevity purposes.

SERVICE FOR THE CITY OF HESPERIA AND ITS TERRITORY: The Hesperia Branch Library will provide the City of Hesperia with:

- A new, 20,000 square foot (expandable to 40,000) state-of-the-art, conveniently located library facility on a four acre site donated to the project by the City of Hesperia

- An extensive and diverse collection of new books, videotapes, computer software, databases, periodicals, and reference materials geared to a growing community

- A Computer Center with 20 PCs to be used for computer literacy training, computer classes, and other technology based programming

- A fireside area for cozy reading

- Beautifully landscaped courtyard to encourage outdoor reading and programs

- High-speed, filtered Internet-access

- Quiet Study Rooms for individual or group study

- A Community Room that can be accessed after hours for non-library functions that will offer multi-media equipment

SERVICE FOR PRESCHOOL CHILDREN, THEIR PARENTS AND CAREGIVERS: The Hesperia Branch Library will provide preschool children, their parents, and caregivers with:

- Assistance and guidance to parents and caregivers in selecting appropriate books and other educational materials for toddlers and preschool age children

- Opportunities for field trips to the Hesperia Branch Library by day care facilities and preschools for story time and other special events

- Orientations about library service opportunities for preschool teachers and day care providers

- Recommended book lists

- Weekly story time programs utilizing the children's section of the Hesperia Branch Library

- Workshops to preschools and home child caregivers on utilizing story telling for pre-literacy activities

SERVICE FOR SCHOOL AGE-CHILDREN, THEIR PARENTS AND CAREGIVERS: The Hesperia Branch Library will provide school age children, their parents, and care givers with:

- Homework resources including electronic databases, reference collections, and Hesperia Unified School District textbooks, as well as support from library staff and volunteers

- Staff assistance for developing techniques to obtain information and complete school assignments

- A summer reading program

- Collaboration with schoolteachers to ensure appropriate collections and resources available within the library

- New collections of reference materials, with emphasis on children's and young adult materials

- Electronic bibliographies to guide children and parents to appropriate book collections

- Homework support services, particularly afternoon, evening, and weekend

- Computer databases and software programs to assist with learning activities for grades 6 through 12

- Electronic pathfinders to guide students to appropriate reference and non-fiction collections for specific information needs

- Quiet and group study areas

- Computer Center access for learning programs and instruction

- Programs to introduce school-age children to the library's reference and electronic resources

- One-on-one tutoring

- "Read and Succeed" programs

- Elementary School visits and tours

SERVICE FOR TEENS: The Hesperia Branch Library will provide teens with:

- Group Study Rooms

- Private Study Rooms

- A Computer Center outfitted with 20 personal computers offering filtered Internet-access

- Provide quarterly "Resource Training" workshops focusing on information in print and electronic resources available at the library

- Staff assistance for developing techniques to obtain information and complete school assignments

- An area of the library focusing on Learning and Career Resources and staffing support

- Electronic pathfinders to guide students to appropriate reference and non-fiction collections for specific information needs

- A series of programs that highlight recreational reading

- Materials and collections on new formats including CD-ROM, compact disc, videodisc, and electronic books

- An enhanced reference collection and electronic library materials to assist with homework related issues

- Computer training classes on relevant topics

- Reference copies of Hesperia Unified School District textbooks as well as support from library staff and volunteers

- Homework support services, particularly during afternoon, evening, and weekend hours

- Computer databases and software programs to assist with learning activities for grades 6 through 12

- CD-ROM platformed encyclopedia software

- Computer class instruction, two days per week, with tutors

- Continual auditing of reference materials to ensure current and relevant topics

- Provide sophisticated databases for Reference resources (Gale's Biography Resource Center)

- Middle and High School visits and tours

- Volunteer opportunities to assist library staff with tutoring of younger students

- Connectivity for portable electronic devices including laptops and PDAs

- A quiet, safe, and comfortable environment to support their educational and recreational reading objectives

- A Summer Reading Program

SERVICE FOR ADULTS: The Hesperia Branch Library will provide adults with:

- Reference and information services at the library in person, via telephone, e-mail, or other interactive online services

- A vast collection of fiction, non-fiction, reference, and periodicals that will be continually updated

- Continuing education seminars on topics including personal health, personal finance, and parenting

- Printed materials, electronic resources, and library staff support relative to career development

- Career assessments, reference books, videotapes, to support GED study and career development and enhancement

- Electronic pathfinders to guide patrons to appropriate reference and non-fiction collections for specific information needs

- Technology for self-paced individualized instruction on lifelong learning topics

- Reader's advisory bookmarks to guide patrons to popular areas of fiction and genre collections within library

- Cultural programs on current societal trends through reading discussion groups

- A Computer Center outfitted with 20 personal computer offering filtered Internet-access

- Access to bulletin boards displaying community events, meeting agendas, etc.

- Computer training classes held in Computer Center

- Remote access to library online catalog and electronic databases

- Quiet and group study areas

- Opportunities to volunteer and participate in growth of library services

- Space to exhibit local art, artifacts, historical items, and other displays

- Connectivity for portable electronic devices including laptops and PDAs

- Access to Community Room for multi-media events, training programs, and workshops during and after library hours

- A quiet, safe, and comfortable environment to support their educational and recreational reading objectives

SERVICE FOR THE BUSINESS COMMUNITY AND CITY OF HESPERIA STAFF: The Hesperia Branch Library will provide the business community and the staff of the City of Hesperia with:

- Reference and information services at the library in person, via telephone, e-mail, or other interactive online services

- Open house and orientation to the library and services and programs available

- Bulletin board posting of important current events including legal notices of public hearings

- Resources for continuing education and staff development

- A vast collection of fiction, non-fiction, reference, periodicals, that will be continually updated

- Workshops (ninety minutes, twice per month) on topics including goal setting, career training, interviewing techniques, and many others

- Volunteer opportunities to assist students and other patrons in the various specialty areas of the library and with business and civic programs

- Access to tutorial training for volunteers

- An active outreach program that extends into the community to find potential learners and help them achieve their literacy goals

- Support to the "Friends of the Library" sale of used books

- Reading groups

- Basic literacy opportunities

- GED preparation materials

- Connectivity for portable electronic devices including laptops and PDAs

- Access to Community Room for multi-media events, training programs, and workshops during and after library hours

- Access to a Computer Center outfitted with 20 personal computers with filtered Internet-access for training programs

- Access to focused online databases, and potential distance learning opportunities

SERVICE FOR EDUCATORS, TEACHERS AND HOMESCHOOLERS: The Hesperia Branch Library will provide educators, teachers, and homeschoolers with:

- Reference and information services at the library in person, via telephone, e-mail, or other interactive online services

- Volunteer opportunities to assist students and other patrons in the various specialty areas of the library, particularly Learning and Career Resources and the Computer Center

- Teaching opportunities in the various programs and training workshops to be held at the library through the course of each year

- Opportunities to read to preschoolers and other children

- Ability to enhance school curriculum by integration of library resources and services

- Ability to participate in the review and modification of library and joint use services

- Leadership of local focus groups that assess how area schoolteachers' in-service needs are being met

- Library in-service training

- Input relative to collection enhancements to better serve students and library patrons

- Teaching opportunities in the Computer Center, for adults, seniors, and students after school

- Ability to provide homework support for students

- Remote access to the library's online catalog and electronic databases

- Connectivity for portable electronic devices including laptops and PDAs

- Small Study Room for individual teaching

SERVICE FOR SENIORS AND PATRONS WITH SPECIAL NEEDS: The Hesperia Branch Library will provide seniors and patrons with special needs with:

- Reference and information services at the library in person, via telephone, e-mail, or other interactive online services

- Large print books and media

- Audio books, books on tape, and captioned books

- Volunteer opportunities to assist students and other patrons in the various specialty areas of the library, particularly Learning and Career Resources and the Children's area

- Opportunity to read to preschoolers and other children

- Access to the Fireside reading area, which is a comfortable section of the library for quiet reading

- Ability to enroll in classes teaching the use of personal computers, computer software, and the Internet

- Internet/e-mail for seniors, held quarterly, two hours per day, four-day duration

- Access to quarterly "Resource Training" workshops focusing on information in print or in electronic formats

- Access to continuing education seminars on personal health and personal finance

- Ability to volunteer and support "Friends of the Library"

- Opportunities to participate in cultural programs, reading and discussion groups

- A quiet, safe, and comfortable environment to support their educational and recreational reading objectives

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SECTION 6
IMPLEMENTATION PLAN

STAFFING: The San Bernardino County Library is committed to implementing a plan to support the goals of the Hesperia Branch Library. The County Library Administration provides overall direction to the library and will staff the library with a full-time equivalent staff of 12 consisting of:

Job Classification	Positions
Branch Manager – Librarian II	1
Children's Librarian – Librarian I	1
Reference Librarian – Librarian I	1
Young Adult Specialist – Librarian I	1
Literacy – Librarian I	1
Joint Use Specialist	1
Library Assistants	2
Library Pages (Part-Time 2 PT = 1 FTE)	8 (4 FTE)
Volunteers	Variable (by need and availability)

NOTE: Does not include County Library Administrative Staff. During use of the library after regular public hours the individuals or groups using the facilities will provide supervision and security.

All library staff will be cross-trained to deal with a variety of patrons and all will be trained in basic to advanced technology skills. A cadre of trained volunteers will support the programming needs of the library. Furthermore, each Librarian I will collaborate with his/her constituency group to develop volunteer programs and focus groups that will support the new programs being offered at the Hesperia Branch Library. As noted in the Joint Use Cooperative Agreement between the City of Hesperia, Hesperia Unified School District, and San Bernardino County Library, volunteers will be recruited, screened, trained and supervised through the San Bernardino County's Library Volunteer Program. Volunteers will assist with services and programs under the guidance of the Hesperia Branch Library staff and Hesperia Unified School District staff. Students and parents will be encouraged to serve as volunteers for peer assistance and adult oversight for the joint use K–12 program and resource applications.

PROGRAMMING: Based upon the cooperative spirit between the San Bernardino County Library System, Hesperia Unified School District, and City of Hesperia (more specifically detailed in the Community Library Needs Assessment and Joint Use Cooperative Agreement), some very innovative programs were developed to meet the specific needs of K-12 students, and other library users. Hesperia Branch Library staff, Joint Use partners, volunteers, and staff from the Hesperia Unified School District will be charged with developing and implementing innovative, context rich programming. Programming will be done in concert with other Hesperia events, particularly given the multiple use of the library. Although children's and K-12 programming is emphasized, adults, seniors, and other library users will benefit from programs designed specifically for those groups.

It is expected that the initial programs will be augmented throughout the lifecycle of the new Hesperia Branch Library.

Programming that is addressed throughout the library's service plan will be provided in a wide array of days and times of availability, with a number being held during evening and weekend hours. The library will be able to draw upon programming support from the County Library, volunteers and staff from community partners who can participate in joint use programming. The programs listed below are a direct result of the Community Library Needs Assessment, and will be available immediately upon completion of the new Hesperia Branch Library. Audiences for workshops will be consistent with community needs. In addition to the classes that will be provided, the frequency and type of new classes will vary and be gauged by attendee statistics and community needs. The programs described below directly correlate with the Hesperia Branch Library Building Program and will be held in a specific area (Learning and Career Resources, Computer Center, Community Room, Study Room, etc.).

Target Audience	Program	Frequency	Staffing
Preschoolers	Story time	Weekly	Library staff
Youth, Children (K-12)	Resource Training Workshops	Quarterly	Library staff
Children (K-12), Young Adults	Summer Reading	Annually	Library staff
K-12	Homework Assistance	Continuous, after school	Library Staff
K-12, Adults	Computer Literacy	Weekly	Library Staff
K-12, Young Adults	Recreational Reading	Periodic	Library Staff
Young Adults, Adults	Career Development & Planning	Bi-monthly, ninety minutes each	Hesperia Unified School District Staff
Sixteen to Adult	Computer Literacy	Twice weekly	Hesperia Unified School District Staff
Adults	Continuing education seminars	Quarterly	Library staff
Adults	Parenting Workshops	Weekly (Saturdays, 9AM-Noon)	Hesperia Unified School District Staff
Adults	Cultural & Societal Issues	Periodic	Library staff
Teachers, educators	Library Resource Training	Quarterly	Library staff
Seniors	Internet/e-mail	Quarterly, two hours per day, once per week for four weeks	Hesperia Unified School District Staff
Children, Young Adults, Adults, Seniors	English Language Improvement	Bi-Monthly	Library Staff/Literacy Specialist
Children, Young Adults, Adults, Seniors	Basic Literacy	Bi-Monthly	Library Staff/Literacy Specialist
Children, Young Adults, Adults, Seniors	Family Literacy	Bi-Monthly	Library Staff/Literacy Specialist

HOURS OF SERVICE: Since the Needs Assessment recommended an enhancement of library service hours to provide greater access, the library will be open 52 hours per week, 6 days per week minimum. Late afternoon and early evening hours will be emphasized in response to the formal education support role, allowing students and working people access until 8:00 p.m. at least two days a week. Access to technology will extend many services into 24/7 via online databases, homework tutor and information support.

The library will be open for the public and for students as follows:

Monday	*10:00 a.m. – 8:00 p.m.*	*10*
Tuesday	*10:00 a.m. – 8:00 p.m.*	*10*
Wednesday	*10:00 a.m. – 6:00 p.m.*	*8*
Thursday	*10:00 a.m. – 6:00 p.m.*	*8*
Friday	*10:00 a.m. – 6:00 p.m.*	*8*
Saturday	*9:00 a.m. – 5:00 p.m.*	*8*
Sunday	*Closed*	
Total Weekly Hours		*52*

The County will provide staffing for Joint Use services that are scheduled during the County Library's regular hours of public service. The City of Hesperia and/or Hesperia Unified School District will provide staff support, facility oversight (security), and management for those activities that they administer outside the library's regular hours of public service. County library staff will coordinate the use of the Computer Center and the Community Room by groups and organizations, including the City and School District, for programs, workshops, or classes that occur after regular library hours.

COLLECTIONS: Collections that are responsive to the community's interests will form the backbone of the library's services to the community. Throughout the Needs Assessment process, a continual theme that emerged was the request for more books and other materials. The recommendation for an increase in the allocated collections for the Hesperia service area from 56,138 items to, at minimum, a collection size of 87,720 (increase of 31,582) items will provide more breadth and depth to the collections. The Hesperia Branch Library will exceed the County average of volumes per capita at 1.43 per 62,582 residents. The collection development as identified by the needs of Hesperia will be focused and increased in two areas:

- Reference inclusive of careers, homework, textbooks
- Children's and Juvenile

Additional special collection development will be provided for the Learning and Career Resources area, including reference materials, copies of textbooks, and curriculum resource materials for homework support. In addition, two copies each of 100 popular classic literature titles for grades 8 through 12 listed on the State's Recommended Literature: *Kindergarten Through Grade Twelve* will be provided. A special effort will be made to develop a collection of parenting materials due to a heightened interest by families in the library's services.

The County best describes their processes each year of purchasing new books. The collections (in number) will increase annually as budget resources become available or Friends of the Library contribute to the collections. The types, sizes and purchase patterns are interrelated. One cannot be justified without the other. Branch budgets reflect branch circulation directly, with budgets approximately proportional to annual circulation rates. Once the branches are ranked in order by annual circulation stats, the budgets for each genre/format are established by the overall circulation (e.g. if picture book circulation represents 33% of the total juvenile circulation, 33% of the juvenile budget would be allocated for the purchase of picture books). The County currently places priority on reference, community information, early childhood, popular materials and educational enrichment for the school-aged. The library emphasizes very current, high demand resources in order to meet patron's needs.

Each year branch managers and their staff review their local collections and develop a purchasing profile for the new fiscal year. They consider the condition of the collection, materials usage, circulation and patron requests when developing their profiles. So far, branch managers have been using soft data information. In 2002, collection development began to compile material code and Dewey division statistical information in a manner that can be used to support the development of the profiles and drive purchasing decisions. Also, SBCL purchases materials written in Spanish and a variety of Asian languages to meet the needs of their bilingual and English-speaking patrons. Demographic information based on Census and California Department of Education information, in particular, influence foreign language acquisitions.

As a result the collection will increase substantially over the life of the library.

PROJECTED COLLECTIONS BY DIVISION
PREPARED IN *LIBRIS DESIGN™*

Division	Collections	Reader Seats	Tech. Workstn	Unit	Extended SF SubTOTAL
Adult Areas					**4,116**
Collections-FICTION	13,810	18		1,148	
Collections-Large Print	1,100				
Collections-NON-FICTION	29,000	24		2,092	
Audio Visual	5,500			186	
Current Periodicals	120	12		562	
Browsing	640			128	
Children's Area					**2,850**
Collections/Seating Areas	27,000	50	9	2,361	
Service Desk				124	
Workroom				127	
Storytime				238	
Circulation/Staff Areas					**2,072**
Circulation Desk/Return				623	
Branch Manager Office				156	
Staff Workroom				774	
Storage				154	
Staff Lounge				260	
Copy Center				105	
Computer Center					**636**
Computer Center			20	636	
Learning and Career Resources					**504**
Collection/Seating Areas	1,000	4	6	504	
Library Entrance					**423**
Friends Bookstore				348	
Display & Exhibits				75	
Public Meeting Spaces					**2,175**
Community Room				1,250	
Support-Storage,Kitchenette				377	
Study Rooms (3)		20		548	
Reference					**1,954**
Collections/Seating Areas	6,550	12	8	1,435	
OPACS			4	155	
Service Desk				364	
Young Adult					**770**
Collections/Seating Areas	3,000	14	6	770	
Non-assignable 23%					4,500
TOTAL	87,720	154	53		20,000

PROJECTED COLLECTION
PREPARED IN *LIBRIS DESIGN™*

CATEGORY					
Subcategory Volume Type	**Projected Percent of Collection**	**Volumes/ Projected Total**	**Percent in Circulation**	**Volumes on Shelf**	**Linear**
Adult & Young Adult	**67.11%**	**55,100**	**17.38%**	**45,521**	**7.773**
Collections-FICTION				10,156	
Fiction	10.29%	8,450	25%	6,338	8
Mysteries	1.34%	1,100	25%	825	8
Paperbacks	1.65%	1,350	40%	810	16
Romance	1.22%	1,000	25%	750	8
Science Fiction	1.22%	1,000	25%	750	8
Westerns	1.10%	910	25%	683	8
Collections-NON-FICTION	35.32%	29,000	15%	**24,650**	8
Large Print	1.34%	1,100	5%	**1,045**	8
Ready Reference	1.03%	850	0%	**850**	6
Reference				**5,700**	
Reference/Internet	.60%	500	0%	500	6
Business Index	.10%	100	0%	100	6
Consumer	.10%	100	0%	100	6
Legal	.43%	350	0%	350	7
Reference	4.87%	4.000	0%	4,000	6
Reference – Encyclopedia	.84%	650	0%	650	6
Browsing				**320**	
New Books	.67%	550	50%	275	8
New Books (Face Out)	.11%	90	50%	45	1
Learning and Career Resources				**1,000**	
Careers	.39%	300	0%	300	6
College Catalogs	.10%	100	0%	100	13
Homework	.49%	400	0%	400	8
Textbooks	.24%	200	0%	200	8
Young Adult	3.66%	3,000	40%	**1,800**	12
Children & Juvenile	**32.89%**	**27,000**	**39.89%**	**16,228**	**15**
Easy Readers	3.9%	3,200	30%	2,240	20
Paperbacks	.91%	750	25%	563	16
Picture Books	5.84%	4.800	50%	2.400	20
Reference	.97%	800	0%	800	8
Fiction	9.13%	7.500	30%	5.250	13
Non-Fiction	12.14%	9.950	50%	4.975	13

PROJECTED MEDIA COLLECTION
PREPARED IN *LIBRIS DESIGN™*

CATEGORY Subcategory Volume Type	Projected Percent of Collection	Volumes/ Projected Total	Percent in Circulation	Volumes on Shelf	Linear
Combined (Adult & YA)	**100.00%**	**5,500**	**45.58%**	**2,993**	**19.85**
Audio Book Cassette	16.36%	900	50.00%	450	10
Audio Book Compact Disc					
Audio Book CD (CD ROM)	13.64%	750	35.00%	487	25
Audio Cassette					
Audio Cassette	8.91%	490	50.00%	245	19
Audio Compact Disc (CD)					
Audio Compact Disc (CD)	15.45%	850	50.00%	425	25
CD-ROM					
CD-ROM	8.18%	450	40.00%	270	25
DVD					
DVD	15.64%	860	40.00%	516	25
Video Cassette					
Video Cassette	21.82%	1,200	50.00%	600	10
Totals:	**100.00%**	**5,500**	**45.58%**	**2,993**	**19.85**

PROJECTED PERIODICAL COLLECTION – ADULT, YOUNG ADULT, AND CHILDREN'S PREPARED IN *LIBRIS DESIGN™*

CATEGORY					
Subcategory Volume Type	Percent of Collection	Projected Total	Percent in Circulation	Projected Volumes on Shelf	Volumes/ per Linear FT
Adult/Young Adult	**91.66%**	**110**	**0.00%**	**110**	**1**
Current Magazines					
Current Magazines	70.83%	85	0.00%	85	1
Current Newspapers					
Current Newspapers	8.33%	10	0.00%	10	1
Young Adult Current					
Young Adult Current Magazines	12.50%	15	0.00%	15	1
Children/Juvenile	**8.33%**	**10**	**0.00%**	**10**	**1**
Children's Current Magazines					
Children's Current Magazines	8.33%	10	0.00%	10	1
Totals:	**100.00%**	**120**	**0.00%**	**120**	**1**

FICTION

The library will provide patrons with a wide range and variety of fiction books from which choose. Fiction will include the most current popular titles, as well as older titles that are still requested with genres ranging from mystery to romance to classical books. Fiction collection development will include an emphasis on topics identified in the Needs Assessment and meet the service role of providing Current Topics and Titles in this field. The library's computer resources will contain a database selected to assist staff and patrons with a Reader's Advisory about fiction and genre selections. Computer resources will exist to highlight current fiction topics.

LARGE PRINT

Large print fiction and non-fiction materials will be made available to meet the needs of Hesperia Library's visually impaired patrons to ensure that they may continue in the joy of reading and continue in the journey of lifelong learning.

NON-FICTION

The library will provide non-fiction books for library patrons. Non-fiction collection development will include an emphasis on topics identified in the Needs Assessment. The Hesperia community is interested in information on animals indigenous to the Mojave Desert, field guides, computer skills, careers, religion, and homework assignment material.

The library's computer resources will contain a database selected to assist staff and patrons with a Reader's Advisory about non-fiction and genre selections. Computer resources will exist to highlight current non-fiction topics and provide access to a wide-ranging variety of popular full-text magazine articles that can provide quick responses to current events. In terms of collections, 62% of the K-12 students (those surveyed or taking part in focus groups) expressed a strong need for collections. Not only was the number of collections important to students but the breadth of topics, as well. Students noted that collection content was important to them in completing homework assignments. As a result, significant library space is allocated to non-fiction collections.

AUDIO-VISUAL

A variety of books on tape and CD-ROM will be available for library patrons in English and Spanish (when available). The library will also provide access to a variety of media such as DVDs, VHS tapes, and music CDs to keep patrons involved and up-to-date with current movies and music trends. As new media formats become available the Hesperia Library will avail themselves to them.

CURRENT PERIODICALS

The Hesperia library will provide its patrons with the most current and up-to-date periodical selection to keep patrons abreast of current topics and to enhance their general knowledge. Approximately 120 current magazines and newspapers will be provided for adults, young adults, and children to support the service roles of lifelong learning and the commitment to augmenting the educational needs of all patrons. Current periodicals benefit students of all ages as they perform research for various school and college projects.

BROWSING

The library's browsing collection will consist of approximately 640 materials that will include the most current and popular fiction and non-fiction books for seniors, adults, young adults, and children. They will include the newest books to the library, recommended readings, and top-ten bestsellers.

CHILDREN

To promote a love of reading and to development important reading skills, the children's collection will consist of current fiction and non-fiction books, as well as magazines and audio books in cassette and CD-ROM formats. The book collections will consist of board books, easy readers, hardback and paperback books. The collection will be consistent with the various age levels and developmental stages of children. The library will promote the annual summer reading program to encourage children to read. The

children's collection supports the Joint Use project with the Hesperia Unified School District in providing school-age children with access to a vast variety of reading and reference materials to augment learning.

LEARNING AND CAREER RESOURCES

Additional special collection development will be provided for the Learning and Career Resources area, including reference materials, copies of textbooks, and curriculum resource materials for homework support. In addition, two copies of each will be provided of 100 popular classic literature titles for grades 8 through12 as listed on the State's Recommended Literature: *Kindergarten Through Grade Twelve*. A special effort will be made to develop a collection of parenting materials due to a heightened interest by families in the library's service area.

The Hesperia Unified School District will provide one complete set of textbooks (for all grades K-12) to assist with homework and studies at the library.

REFERENCE

To fulfill its goal of providing resources and services to library patrons of all ages that enable them to enhance their personal, recreational, and lifelong learning opportunities, the Hesperia library will provide a vast collection of reference materials. In the Needs Assessment students noted that collection content was important to them in completing homework assignments. As a result, significant library space is allocated to reference collections. Types of reference materials include encyclopedias, dictionaries, and almanacs.

The Hesperia Unified School District has committed to providing one complete set of textbooks (for all grades K-12) to assist with homework and studies at the library.

The library will provide 57 hours of reference service, assuming staff in the building an hour before opening and available to answer phones and e-mailed reference questions, and over 6,550 books, databases, and other library materials to answer reference questions. Staff will assist patrons by answering 100,000 reference inquiries, or 1.5 per capita. Staff the Information Desk with minimum of two librarians during all hours the library is open. Provide friendly and helpful service to answer questions of patrons who visit the library 350,000 times annually, a 40% increase due to increased service hours

YOUNG ADULT

The young adult collection will consist of approximately 3,000 popular fiction and non-fiction books, music CDs, DVDs, and magazines focusing on themes of contemporary interest. Young adult non-fiction will reflect the age, interest, and needs of the young adult reader, supporting educational, career, and informational goals.

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SECTION 7
SPECIAL SERVICES - JOINT USE PROJECT

The new Hesperia Branch Library will provide a wide array of services that are specifically targeted to meet the needs of city residents (project service area). The local library service needs were identified in the Hesperia Community Library Needs Assessment and further quantified in the Joint Use Cooperative Agreement between the San Bernardino County Library, the City of Hesperia, and the Hesperia Unified School District.

Beyond the traditional library services, the Hesperia Branch Library will be designed to provide shared electronic and telecommunications services, a Computer Center, a Learning and Career Resources area, Study/Tutoring/Literacy Rooms and a Community (meeting) Room. *These services will emphasize the library's commitment to assist Hesperia's students, specifically K-12, with their educational needs, including homework requirements, computer skills, literacy skills, and lifelong learning plans.*

SHARED ELECTRONIC AND TELECOMMUNICATIONS SERVICES
The San Bernardino County Library will cooperate with the Hesperia Unified School District to provide joint use library services, as general curriculum support programs and resources, to the participating K-12 public school students, teachers, parents and caregivers. In response to the goal of providing access to information and resources utilizing the most current technology, the program of shared electronic and telecommunications services will provide remote electronic access to the library catalog and database subscriptions as well as Internet resources linked to the library homepage at www.sbcounty.gov/library. Some of the electronic databases that will be provided in this spirit of cooperation include:

- What Do I Read Next?
- Novelist
- 24/7 Ask A Librarian
- Tutor.com
- Gale Biography Resource Center
- Gale General Reference
- Gale History Resource Center for U.S. and Modern World
- Gale Custom Newspapers
- NetLibrary
- Learn-A-Test
- Online Book Club
- Jobstar
- JobBank
- Occupational Outlook Handbook
- O'Net and California Occupational Guides

This program shall connect students, families, and other library users with technology-based programs and resources that ultimately promote technological literacy.

The Shared Electronic and Telecommunication Service Program directly addresses the need identified in Hesperia's Community Needs Assessment. Specifically, 80.3% of the respondents (statistically correct sampling of library service area) indicated that computer resources such as databases, indexes, and CD-ROMs were "Very Important." Not only are these resources available during normal library hours, but San Bernardino's Wide Area Network (WAN), and Internet website give library patrons access 24 hours/day, 7 days/week to the aforementioned information resources.

COMPUTER CENTER

In response to the goal of providing resources and services to children and young adults necessary to enable them to augment their educational needs, the library will be equipped with a Computer Center that will have twenty (20) PCs containing selected databases, filtered Internet access, and software programs to assist with student learning activities for grades 6-12.

This Joint Use project provides that San Bernardino County Library staffing will provide computer literacy classes covering introductory to advanced level skill instruction. The classes will be offered one day per week for students after school, as well as classes for the general public. Hesperia Unified School District staffing will also provide computer class instruction for students, age 16 to adult, (at least) two days a week and an additional Internet/e-mail class for seniors to be held four times a year. The Computer Center will be available to library patrons for individual use when formal classes are not in session. The Computer Center will offer students the opportunity to enhance their computer skills, particularly those who do not have home computers.

The Computer Center program resulted from the Community Library Needs Assessment (Telephone Survey) that ranked a Computer Learning Center as the most important component (92% of respondents indicated importance of a Computer Center in the new facility) of a new library. School Officials, Chamber of Commerce, Library Stakeholders, and Student Focus Groups all ranked a Computer Center as a necessary component of the proposed new library.

In addition to the computer literacy classes that will be provided, the frequency and types of new classes will vary and be gauged by attendee statistics and community needs.

LEARNING AND CAREER RESOURCES

In response to the goal of providing resources and services to library patrons of all ages that enable them to enhance their personal, recreational, and lifelong learning opportunities the library will be equipped, staffed, and provided resources for a Learning and Career Resource area. The collections, databases and services will focus on the needs identified in the Community Library Needs Assessment. Learning and Career Resources will be located adjacent to the library's Computer Center and Community Room. Library staff and trained volunteers will provide assistance during service hours.

Homework Resources such as electronic databases and reference collections of relevant print materials will be available to assist students with school assignments. The Hesperia Unified School District will provide one set of its K-12 textbooks for reference purposes. The San Bernardino County Library staff and volunteers will provide day-to-

day assistance to help students develop techniques for obtaining information and completing school assignments.

To improve the library experience, San Bernardino County Library staff will provide quarterly workshops that focus on information in print and electronic resources available at the library to assist students, teachers, parents, caregivers and the general public.

The career resources and services will provide a broad range of topics pertinent to career choices and career development. The library will provide printed materials, electronic resources, daily staffing, and assistance. The School District will provide a Program Assistant to allow for career assessments, career reference books, career videos and GED preparation books. They will also provide ninety-minute workshops on career related topics twice a month.

The need for Learning and Career Resources was first articulated in the Library Master Plan prepared by Providence Associates in 2001. As they evaluated the operations and services of the Hesperia Branch Library they noted the need for Learning and Career Resources because Hesperia had no college campuses that could fill this void. Providence noted the importance of developing self-directed lifelong learning opportunities in their study.

The community need was further underscored by students, teachers, Library Stakeholders, and Chamber of Commerce Focus Group meetings. The Hesperia Library Survey (2002) also showed a preponderance of support for Learning and Career Resources.

Finally, students and teachers weighed in on the importance of a college/career function for those that were contemplating their future paths.

COMMUNITY/MEETING AND STUDY/TUTORING/LITERACY ROOMS

In response to the goal of providing the opportunity for adults and families to participate in literacy services and programs to improve their literacy and computer skills, the library building will be designed, equipped, staffed, and supported with study and community/meeting rooms. There will be space in the library programmed for a "quiet" Study Room for public use by individuals or small groups during the library service hours and for parent/teacher conferences or other School District sponsored activities during hours staff are scheduled in the facility.

Furthermore, the Study Rooms will provide the necessary resources and services to augment the educational needs of K-12 students and other library patrons. Data jacks will be installed to allow library patrons to access the Internet via PDA or laptop computer. Study Rooms will also have access to a network printer located in the Reference Area. Like the other areas of the library, the Study Rooms will be hard wired (Category 6 cabling) to the telecommunications room. Duplex electrical outlets will also be available in these rooms for power to operate various electronics.

The community/meeting room will be equipped to support multimedia presentations. In addition to library and community activities, the community/meeting room will be available for use by the Hesperia Unified School District for teacher in-service training,

student-teacher library orientation, multi-class presentations and parent/teacher meetings or programs.

The School District will also offer a series of parenting workshops with flexible times offered to working parents. These workshops will be designed as four week courses to be held three hours per week on subjects like "Parenting the Adolescent," "Drugs, Alcohol, and Children," etc.

It was a unanimous finding of all the focus groups and the Library Stakeholders Committee that there was an urgent unmet need for study and meeting rooms in a library environment. The Community Library Needs Assessment reported that students sought solace for places to study quietly while parents and adult learners yearned for community rooms for special programs, workshops, or other learning activities. Local community groups relayed their need for meeting rooms and 86.7% of those surveyed (Hesperia Library Survey, 2002) noted the community meeting rooms were desperately needed and thought they should be integrated in the proposed library.

The Joint Use Agreement defines roles and responsibilities and will govern the implementation of services. It includes an annual review by representatives of the County Library, the School District and the City. The review process will provide the necessary mechanism to ensure that the joint use services continue to meet the needs of the community.

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SECTION 8
COMMUNITY SERVICES AND PARTNERSHIPS

FRIENDS OF THE LIBRARY: As part of the Building Program, space is allocated in the new Hesperia Branch Library for the Friends of the Library bookstore. This space is located next to the circulation desk providing the opportunity for interaction between the two functions. Funds raised by the Friends of the Library will be pledged to increase the library's amenities and collections.

HESPERIA RECREATION AND PARKS DISTRICT: The Hesperia Park & Recreation District is one of three member agencies (City of Hesperia, Hesperia Unified School District, and Hesperia Recreation & Parks District), which comprise the "Tri-Agency" Committee. This committee meets monthly to discuss issues and opportunities for enhancing recreation and educational experiences in the community. The Tri-Agency has been very supportive of the new library project and will utilize the facility for special events.

HESPERIA CHAMBER OF COMMERCE: The City of Hesperia is an active member of the Hesperia Chamber of Commerce. The Chamber is the business advocate in Hesperia and implements many business functions and events annually. The City participates in many of these events including the "Chamber Business Expo," various fundraisers, and special topical workshops and events held throughout the year. The Chamber of Commerce will use the new Community Room and Computer Center for workshops and other events that support the interests of all parties.

VICTOR VALLEY COMMUNITY COLLEGE: Inasmuch as Hesperia does not have a library for its residents that attend Victor Valley Community College (VVCC), the Hesperia Branch Library will identify initiatives that will enable students to utilize the many amenities in the library in support of their educational endeavors. Utilizing the Computer Center, Study Rooms, and Community Room, students and faculty alike will be able to offer classes or workshops.

OTHER DISTANCE LEARNING: The library will be outfitted to offer video conferencing, enabling other institutions of higher learning (colleges and universities) to offer satellite classes to residents seeking specialty curriculum or degrees. The technology to support this distance learning opportunity is described in the technology section of this plan.

CONNECTIVITY WITH SAN BERNARDINO LIBRARY SYSTEM CATALOG: The materials collection for County Library currently totals 1,167,000 items and includes books, videocassettes, DVDs, magazines, newspapers, recorded books, music cassettes and compact discs. The collection can be accessed online in any branch library as well as from remote locations. Library patrons' requests for materials may be placed online and a Monday through Friday delivery service brings the materials to the branch of their choice.

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SECTION 9
HOW PLAN OF SERVICE MEETS RESIDENTS' NEEDS

The Plan of Service for the Hesperia Branch Library represents the culmination of several years of planning and community outreach. Because Hesperia lacks a library it was tantamount that the city, in conjunction with the San Bernardino County Library System, develop and implement a strategy that would cause the construction of a new Hesperia Branch Library. Operation of the new library would be melded into the county's library infrastructure.

The lack of library services was relayed by several focus groups, library service area telephone surveys, and other communication vehicles. The City of Hesperia's Visioning Survey (residents) indicated an imminent need for a Hesperia Branch Library. The Plan of Service (assuming construction of the new library) maximizes the partnership opportunities between the City of Hesperia, San Bernardino County Library, and Hesperia Unified School District, generating benefit for K-12 students, library patrons and the general public.

From a construction standpoint, the City of Hesperia tasked the architects to design a structure that was easy to use and accessible for all. The new library was designed as a single story building to provide easier ADA access.

Responding to the needs identified in the aforementioned outreach efforts, this Plan of Service places the highest priority on six specific service roles that are supported by four major goals and achieved by the following programs/construction:

- Learning and Career Resources/Collections
- Shared Electronic and Telecommunication Services
- Computer Center/Technology
- Study and Community Rooms/Collaborative Spaces

The Plan will meet the need of residents by providing a "*Learning and Career Resources*" area, which will be complimented by an extensive array of collections that support learning and educational objectives of K-12. New collections will include print, electronic, and other media materials that support the needs of the Hesperia Library patrons. To promote technology integration, the library will offer electronic databases, and personal computers with Internet access for use in homework and other school assignments. School district textbooks and other valuable reference materials will be located in the new library. The library will also be connected to San Bernardino County Library's Wide Area Network (WAN), which provides even greater access to the collections and resources of the entire system (over 1.16 million items in collection). Library and Hesperia Unified School District staff will provide support to this library emphasis.

The Plan further supports needs of the residents of the City of Hesperia by incorporating *"Shared Electronic and Telecommunication Services,"* which will further enhance the availability of resource materials, collections, electronic databases, and the ability to scan San Bernardino County Library's website for access to collections within the system. These electronic and telecommunication amenities will be interspersed

throughout the library, specifically to support the Joint Use goals identified on the Building Floor Plan. Careful attention was given to making this area functional and easily accessible to all.

The third need identified through the Community Library Needs Assessment was a "*Computer Center*." The Computer Center program resulted from the Community Library Needs Assessment (Telephone Survey) that ranked a Computer Learning Center as the most important component (92% of respondents indicated importance of a Computer Center in the new facility) of a new library. School Officials, Chamber of Commerce, Library Stakeholders, and Student Focus Groups all ranked a Computer Center as a necessary component of the proposed new library. This Plan of Service addresses that need through the provision of a Computer Center just north of the main entrance to the library. The Computer Center, outfitted with 20 PCs, and supporting hardware including printers, projection equipment, and other peripherals will be accessible after normal library hours for training and workshops taught by Hesperia Unified School District staff or other appropriate parties. County library staff will coordinate the use of the Computer Center for computer classes that occur after regular library hours, to maximize scheduling flexibility. We envision that the Center will be used on a daily basis by a number of different audiences.

The space programming of the Computer Center allows the remainder of the library to be secured while the Computer Center wing is open. Across the board, students, teachers, and library users, expressed a strong desire for a Computer Center.

To promote learning opportunities the proposed Hesperia Branch library was designed with three Study Rooms bordering the north wall of the building and facing out into the Reference Service Area. Placement of these rooms allows library staff to supervise activities in these meeting/study places. Tutors and teachers will enjoy the quiet surroundings of these Study Rooms. Homework assistance will also occur in these Study Rooms. Students, teachers, community groups, and library patrons all expressed the need for more Study Rooms. This need has been accommodated in the design of the new Hesperia Branch Library. A "Community Room" was also the result of Library Needs Assessment. Many service clubs and organizations need a safe and comfortable place to meet in the downtown area of Hesperia. The space programming of the Community Room allows the remainder of the library to be secured while the Community Room is open and available after regular public hours for use by appropriate parties who will provide their own supervision. Because no facility of this nature exists it was imperative to program space for these meetings and events that benefit library users and the community at-large. County library staff will coordinate the use of the Community Room for workshops and classes that occur after regular library hours.

In conclusion, each library constituency's needs were addressed in this Plan of Service. The overall plan not only addresses traditional library services but also those services necessary to support the growth of Hesperia and the changing demographics of library users and students.

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SECTION 10
JURISDICTION – WIDE SERVICE

MISSION STATEMENT

The San Bernardino County Library will provide equal access to information services and materials for all people of the County of San Bernardino. The library will actively promote its information services, materials and programs for the informational, educational, cultural, and recreational needs of all residents of San Bernardino County.

VISION STATEMENT

As the San Bernardino County Library enters the twenty-first century, it affirms its commitment to state-of-the-art technology to support and enhance library resources and services. The County Library continues its commitment to be a partner, an educator, a resource and guide upon which the public, the schools, business, industry and government can rely for accurate timely information, lifelong learning opportunities, recreational and intellectual stimulation, and cultural enrichment.

SAN BERNARDINO COUNTY LIBRARY SYSTEM
The Hesperia Branch Library will be one of the 29 branches operated by the San Bernardino County Library system which currently serves a population in excess of 1.1 million. The County system does not have a main library. It is a participating member of the Inland Library System. Jurisdiction-wide resources and services are directed by the County Library management team to fulfill the mission and vision of the library system as provided in the branch libraries. Branch materials are geared towards the demographics and preferences of their individual service areas.

MANAGEMENT
Hesperia Branch Library will benefit from the administrative leadership and oversight of the County Library management team. It consists of the County Librarian, the Assistant County Librarian, the Facilities Manager, two Regional Managers, the Youth Services Coordinator, the Adult Services Coordinator, the Electronic Resources and Training Coordinator, the Automation and Technical Services Coordinators and the Community Services Coordinator.

FACILITIES MANAGEMENT
The Facilities Manager seeks to improve and upgrade the library branches through renovation and/or building new facilities. A Facility Master Plan was prepared by Providence Associates, Inc., a consulting firm, to develop a twenty-year plan for the library facilities. The evaluation process included a community Needs Assessment for each community. A copy of the Facility Master Plan was sent to the Office of Library Construction at the request of Richard Hall.

REGIONAL MANAGERS

The vital link between management and branch staff is provided by the Regional Managers. They direct and supervise the branch staff to ensure that each branch library has well trained, courteous staff members who are ready to answer reference questions, locate additional resources, assist in the use of online databases and Internet sources and present quality programs. They also supervise the book mobile service that travels to remote areas of the County to bring materials and services to communities that do not have immediate access to a branch library.

ADULT AND YOUTH SERVICES

The Coordinators have two primary roles: collection development and staff development. The materials collection for County Library currently totals 1,167,000 items and includes books, videocassettes, DVDs, magazines, newspapers, recorded books, music cassettes and compact discs. The collection can be accessed online in any branch library as well as from remote locations. Library patrons' requests for materials may be placed online and a Monday through Friday delivery service brings the materials to the branch of their choice. The Coordinators develop branch materials budgets and collection development implementation plans based on the individual needs of each community. They evaluate the collection of each branch library, consult with the branch staff, and select and order new and replacement materials.

The Coordinators provide training for staff development. Workshop topics include collection development, customer service, reference techniques, program planning and presentation. Library programs are offered at all branch libraries for children, young adults, adults and seniors.

ELECTRONIC RESOURCES AND TRAINING

The Coordinator evaluates and selects electronic databases and links to relevant and accurate Internet web pages. Online access to these electronic resources is available in all of the branch libraries as well as by remote access from other locations. The Coordinator provides on site training for the library staff at each branch. Electronic resources are discussed in more detail in the technology section.

AUTOMATION

This department is responsible for maintaining and upgrading the electronic technology required by the library system to provide quality service for the patrons. The County Library is a part of the County WAN. The Coordinator and his team evaluate emerging hardware and software that will improve or enhance the online catalog, WEB ACCESS, and the Internet filter software. Automation also maintains all patron accounts.

TECHNICAL SERVICES

The Coordinator supervises the cataloging and processing of new materials and routing the materials to the corresponding libraries. The incumbent is also the library Webmaster. The technical services librarian supervises the Monday through Friday delivery service to the branches that includes new materials and materials requested by patrons routed from one branch to another.

COMMUNITY SERVICES

School readiness and emergent literacy programs for children ages 0–5 are provided in selected branches by community service staff. The Coordinator manages this unique program as well as other departmental services. Additional services are the public relations for the library, professional publicity and signs for branch libraries, the volunteer program, and coordination of the Friends of the Library.

LITERACY SERVICES

The Literacy Coordinator supervises the Branch Literacy Specialists and with the assistance of trained volunteers, provides free, confidential, one-on-one tutoring for adults and families who wish to improve their reading, writing, and computer skills.

REFERENCE SERVICES

Branch Library staff answer reference questions in the branch and also provide ready reference answers by telephone. Questions that require additional information are referred to the two regional libraries in the County Library system. The third level of reference is provided at the Inland Library System Reference Center. Online access for reference questions is available via 24/7 Ask A Librarian.

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SECTION 11
WHAT WILL HESPERIA BRANCH LIBRARY CONTRIBUTE?

Hesperia Branch Library will draw on the jurisdiction-wide strengths of the San Bernardino County Library system and contribute its own unique features.

- A Joint Use Cooperative Agreement with the Hesperia Unified School District

- Joint use services to benefit the 12 elementary schools, 2 middle schools, 2 comprehensive high schools, 1 continuation high school, and 1 alternative education center within the Hesperia Unified School District

- A Computer Center with 20 personal computers with filtered Internet access, electronic databases and software programs. The Computer Center also will be available for city and school district use during hours the library is not open

- Computer literacy classes covering introductory to advanced level instruction for students and other library patrons

- Learning and Career Resources, in print and online, will be housed in one location to provide easy access to homework related resources, career guidance, and lifelong learning opportunities

- Collection development will include an emphasis on topics identified in the Needs Assessment. The Hesperia community is interested in information on animals indigenous to the Mojave Desert, Christian fiction, field guides, computer skills, careers, religion, and homework assignment material

- Seventy-three percent (73%) of the Hesperia residents live in households with children. Hesperia Branch Library will provide programs for children on a weekly basis. A summer reading program will be offered for children and young adults

- Internet and e-mail class instruction for seniors

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SECTION 12
TECHNOLOGY - HOW ELECTRONIC TECHNOLOGIES WILL SUPPORT LIBRARY SERVICE

The evolution of the "Information Age" and corresponding technological advances have made society much more reliant on computers and other electronic devices. Everything from Play Stations to automobile Global Positioning Systems has raised the bar for integration of technology into every day life. Children and students are immersed into computers and electronics at an early age, and must have access to these resources to remain on par with their peers throughout the world. The need for instant "information gratification" has forced government and public service agencies to integrate technology into their facilities and services. In the context of this discussion, technology has become paramount in an effective, full-service library environment. Electronic resources in a library environment are no longer a luxury, they are expected. Therefore, the new Hesperia Branch Library is programmed to become a state-of-the-art, "smart" building that will integrate the latest in electronic and computer technology with the intent of enhancing the library's functionality for library patrons.

Because of the rapid deployment of new technology the Hesperia Branch Library has been designed to be flexible and able to accommodate change. For example, conduit runs and cabling will be accessible throughout the building and in all of the service areas of the facility to provide power, voice/data ports, and other necessary connections that can be easily maintained and upgraded as technology evolves. Furthermore, to plan for the ultimate build-out of the library (an additional 20,000 square feet expansion), all technology infrastructure (including conduit, cabling, wireless antennas, etc.) will be stubbed at the relevant point to make the transition into the new area seamless. The general openness of the Hesperia Branch Library's floor plan supports flexibility (for technology advances) and encourages interaction between patrons and library staff.

The Hesperia Branch Library will utilize the appropriate electronic technologies to support and extend the delivery of library services identified in the Community Library Needs Assessment. Use of technology was expressed in a variety of ways during the needs assessment process. Survey respondents, focus group attendees and participants at meetings requested the following:

- More computers
- Internet access
- Links to useful websites
- Electronic databases
- Software applications
- Remote access
- Computer training classes
- Self check-out stations

The Hesperia Branch Library patrons will enjoy a completely integrated technology system that will provide access to the vast array of online catalogs, databases, collections, and other reference materials. The library will provide incredible opportunities for patrons to identify, retrieve, and check out materials whether in person

(within the facility) or electronically (through Internet access). The full integration of technology allows the new library to support the individual needs of library patrons and affords library staff the ability to concentrate their assistance and guidance to those that need that level of personal contact.

The City of Hesperia and the San Bernardino County Library developed the following goal to address the community's technology needs.

GOAL: Provide equal access to information and resources in the Hesperia Branch Library utilizing the most current technology within the library or from remote locations.

Technologies to be used for the Hesperia Branch Library will include:

- San Bernardino County Wide Area Network (WAN) system
- Conduit and Cabling (Category 6 or better)
- Wireless access for PDAs and laptops
- Remote accessibility
- Networked printers for public use
- Thin client technology – easily configured, served supported workstations
- CBT - self paced training
- Video conferencing
- Video projection/presentation system
- Self check-out system
- Facsimile machines
- Photocopiers
- Security system gates
- Electronic book accessibility
- Electronic databases
- Software applications
- Internet access
- Homepage links to Internet resources

TECHNOLOGY INTEGRATION AND IMPLEMENTATION

Implementation of technologies translates into three deployment methods: 1) infrastructure support, 2) technology allocation by type of space, and 3) electronic resources.

INFRASTRUCTURE SUPPORT

Hesperia Branch Library will be one of 29 branch libraries supported by the San Bernardino County Library Automation Department. The department staff consists of one Coordinator and five full time computer technicians. The County Library is a part of the San Bernardino County Wide Area Network (WAN) system. The County Library Automation department has developed the following technology infrastructure to support the functionality of the branch system that would include Hesperia Branch Library.

- Pentium III or IV based PC's (most advanced at time of purchase)

- Category 6 network cabling terminated at a CAT6 patch panel connected to a Cisco Catalyst 1900 switch

- Hard wired phone/data cabling should be Category 6 to provide some measure of "future proofing" the building.

- Dedicated power outlets should be provided wherever computers or other "sensitive" electronic equipment is used.

- CISCO 2500 routers supporting T-1, Ethernet and asynchronous communications

- Frame relay T-1 connections linking branches to the main library servers

- Windows 2000 server running Proxy server and Websense Internet filtering software for internet connectivity

- County provided T-3 internet connectivity protected by a Gauntlet firewall

- VMS server providing DRA online catalog services

- Web servers providing patron access from the branches and from remote locations to the Library home page, the online card catalog, electronic databases, and links to the Internet

- Windows servers providing file server services for staff PCs

- GHOST server utilizing Ghost 7.5 enterprise to support direct and remote imaging of public and staff PCs

- Microsoft exchange servers providing County e-mail support for staff

- Hubs for wireless access to the Internet that will be provided by the Hesperia Unified School District WAN

The previous list of hardware, software, and technology infrastructure represent increased functionality and levels of service for library patrons that have traditionally existed in the San Bernardino County Library System. The Hesperia Branch Library's access to T-3 Internet connectivity is just one example of technological advances being

provided to library patrons. Highly trained staff, greater programming, and utilization of the latest in computer technology will keep Hesperia's Branch Library on the leading edge of technology. Of great significance is the provision of hubs for wireless access to the Internet that will be provided by the Hesperia Unified School District Wide Area Network (WAN). Finally, the Hesperia Branch Library will implement a migration to fiber optic if these transmission opportunities emerge as a cost-effective option at construction. To maintain cost control, the City of Hesperia is implementing value-engineering processes with the intent of providing the most innovative and emerging technology in the new library.

TECHNOLOGY ALLOCATION BY TYPE OF SPACE – BUILDING LEVEL

To meet the identified needs for library services in Hesperia, the new branch library is designed and organized both technologically and structurally to maximize the functionality and utility of general areas (circulation, general collections, seating) as well as those special services and functions (Computer Center, Community and Study Rooms, Learning and Career Resources, and Shared Telecommunications). In the following pages the significant common and special service areas will be described and accompanied by a table showing the technology resources allocated to that library service area/space.

CIRCULATION AND CIRCULATION SERVICES: The circulation desk and associated work areas will be outfitted with those items listed in Table 1. Circulation services include the copy center located in the center of the library. Besides the listed equipment, this area will have adequate cabling and video/data jacks to accommodate the library's WAN. Category 6 cabling will be the minimum specification that will be routed through appropriate conduit to the telecommunications room. Adequate electrical power outlets, with backup, will be provided, some on dedicated circuits. Duplex electrical outlets are anticipated for each current or planned data jack.

Self check-out technology will be available and encourage "rapid check-out." This service will be at the exit of the library near the circulation desk. Data jacks and duplex power outlets will be provided and these check-out stations will be cabled back to the telecommunications room using Category 6 cable. A security system will be installed at library access points.

The staff workroom will be outfitted as referenced in Table 1. As with the other circulation areas, Category 6 cabling, duplex outlets, and data/voice jacks will be provided and wired to the telecommunications room.

TABLE 1: CIRCULATION AND CIRCULATION SERVICES

Allocation of the Library's Technology	Number
Branch Manager's Office	
Computer, Staff Desktop	1
Printer, Ink-Jet (Color)	1
Telephone Handset	1
Circulation Desk	
Bar Code Reader – Fixed Mount	2
Computer – Staff Desktop	4
Printer, Laser (B&W)	1
Printer, Receipt	2
Security System Book Desensitizer	2
Security System Book Resesensitizer/Desensistizer	1
Security System Gates	1
Security System Media Desensitizer	2
Self Check-out Machine	1
Telephone Handset	3
Computer/Telecommunications Room	
Computer Server, Mini (CPU)	2
Computer Stand	1
Console, Computer System	1
DSU/CSU Telecommunications Device	1
Rack, Computer/Communications Equipment	1
Router/Switch	1
Safe, Data/Tape Carrier	1
Server, Desktop/Rack Mount	1
Tape Drive, External DAT/Cartridge Tape	1
Telecommunications Equipment/Hub/Multiplexer	1
Telephone Handset	1
Uninterruptible Power Supply (UPS), Single Device	1
Copy Center	
Copier, B&W Freestanding	1
Facsimile Machine, Desktop Card-Operated	1
Vendor Card Encoder/Dispenser	1
Staff Lounge	
Telephone Handset	1
Staff Workroom	
Bar Code Reader, Fixed Mount	4
Cabinet, AV Equipment	1
Computer, Staff Desktop	6
Copier, B&W Freestanding	1
Facsimile Machine, Desktop	1
Printer, Ink-Jet (B&W)	2
Printer, Laser (B&W)	1
Security System Book & Media Resensitizer	2
Security System Resensitizer	1
Security System Desensitizer/Resensitizer	1
Security System Media Resensitizer	1
Telephone Central Station	1
Telephone Handset	6

CHILDREN'S AREA: As highlighted in Table 2, the Children's Area of the Hesperia Branch Library will enjoy significant technology resource allocation. As with the other library service areas, Category 6 cabling will be standard, as well as duplex power outlets and voice/data jacks. The Children's Area will also be in close proximity to the Copy Center. The technology specifications and operating environment of the Children's Area technology will be consistent with those parameters set forth above in "Infrastructure Support."

TABLE 2: CHILDREN'S AREA

Allocation of the Library's Technology	Number
Children's Online Public Access Catalog (OPAC)	
Computer, OPAC Desktop	2
Printer, Ink-Jet (B&W)	1
Children's Reference Collection & Seating	
Computer, Public Desktop	7
Printer, Laser (B&W)	1
Children's Service Desk	
Computer, Staff Desktop	1
Printer, Ink-Jet (B&W)	1
Telephone Handset	1

COMPUTER CENTER: The Computer Center (Table 3) programmed in the new Hesperia Branch Library represents an urgent unmet community library service need. The Computer Center will house 20 personal computers available for public use. They will all enjoy filtered Internet access provided through San Bernardino County's WAN. An instructor workstation is also provided for teaching and classroom activities. Numerous computer classes will be offered as outlined earlier in this Plan of Service and Joint Use Cooperative Agreement. Contemporary software programs (word processing, spreadsheet, etc.) will be accessible on each PC. The Computer Center's hardware will be operated, maintained, and safeguarded consistent with the "Infrastructure Support."

TABLE 3: COMPUTER CENTER

Allocation of the Library's Technology	Number
Computer Center/Training Room	
Computer, Public Desktop	20
Computer, Staff Desktop (Instructor)	1
Printer, Ink-Jet (B&W)	3
Projection Screen, Motorized Ceiling	1
Projector, Portable AV & Computer LCD/DLP	1
Telephone Handset	1

LEARNING AND CAREER RESOURCES: Is another area within the Hesperia Branch Library that was developed in direct response to the Hesperia Community Library Needs Assessment. The computers provided in this area will also provide filtered Internet access. Category 6 cabling will be routed back to the telecommunications room. As with all other technology within the library, duplex electrical outlets accompanied by data and voice jacks will be positioned to support this computer hardware and current and future peripherals. Wireless technology will be supplied for patrons' PDAs and laptops.

TABLE 4: LEARNING AND CAREER RESOURCES

Allocation of the Library's Technology	Number
Learning and Career Resources Collections & Seating	
Computer, Public Desktop	6
Printer, Ink-Jet (B&W)	1

PUBLIC COMMUNITY ROOM: Was integrated into the new Hesperia Branch Library as a result of community input and focus group outcomes. The lack of public accessible safe meeting rooms with business amenities in the downtown area of Hesperia was the foundation for this space allocation. The Community Room has been designed to function as one large meeting room, or two smaller meeting rooms separated by a partition. To support the needs of the community, appropriate technology is planned for this space (See Table 5). Because of the anticipated heavy usage of this community/meeting room, a secure storage closet is proposed. This room is envisioned to support remote and interactive seminars, workshops, and conferences. Videoconferencing capability will support local business and patrons could also participate in long distance job interviews without traveling. The video capability will also be an effective method of communication between library staff and other branches. Other workshops and classes will be held in this room as outlined in the Joint Use Cooperative Agreement and the overall Plan of Service. Like all other public accessible computers in the library, Category 6 cabling, duplex power outlets, and data and voice jacks will support this hardware. This room will also enjoy cable television access.

Table 5: PUBLIC COMMUNITY ROOM

Allocation of the Library's Technology	Number
AV, Chair & Table Storage Room	
DVD Player	1
Laser Pointer	1
Microphone, Floor	1
Microphone, Lavaliere	1
Microphone, Table	1
Projector, Data Portable	1
Projector, Overhead	1
Projector, Slide	1
TV Monitor, 20"	1
Video Cassette Player/Recorder	1
Community Room	
Projection Screen, Motorized Ceiling	1
Projector, Portable AV & Computer LCD/DLP	1
Telephone Handset	1

REFERENCE SERVICES: This area of the library will provide OPAC computers and printers to support K-12 students and library patrons. These computers will be hardwired back to the telecommunications room with Category 6 cabling. Data and voice jacks coupled with duplex electrical outlets will be standard. These machines will also have direct access to multiple electronic databases and the Internet. These computers will be strategically placed to support the various reference stacks.

Table 6: REFERENCE SERVICES

Allocation of the Library's Technology	Number
Online Public Access Catalog (OPAC)	
Computer, OPAC Desktop	4
Printer, Ink-Jet (B&W)	2
Reference Collection & Seating	
Computer, Public Desktop	8
Printer, Ink-Jet (B&W)	2
Reference Desk	
Computer, Staff Desktop	2
Printer, Laser (B&W)	1

YOUNG ADULT SERVICES: This area of the library will also provide OPAC computers and printers to support K-12 students and young adults. These computers will be hardwired back to the telecommunications room with Category 6 cabling. Data and voice jacks coupled with duplex electrical outlets will be standard. These machines will also have direct access to multiple electronic databases and the Internet. These computers will be strategically placed to support the various reference stacks.

TABLE 7: YOUNG ADULT SERVICES

Allocation of the Library's Technology	Number
Young Adult Collection & Seating	
Computer, OPAC Desktop	2
Computer, Public Desktop	4

STUDY/TUTORING/LITERACY ROOMS: Three Study Rooms were designed into the Hesperia Branch Library and are located on the north wall of the building opening into the youth, children's, and reference areas of the library. Data jacks will be installed to allow library patrons to access the Internet via PDA or laptop computer. Study Rooms will also have access to a network printer located in the Reference Area. Like the other areas of the library, the Study Rooms will be hard wired (Category 6 cabling) to the telecommunications room. Duplex electrical outlets will also be available in these rooms for power to operate various electronics. Study Rooms are a priority in the new library inasmuch as they represent a local need as identified in the Library Needs Assessment.

OTHER TECHNOLOGY RESOURCES INTEGRATED INTO THE LIBRARY

SECURITY: To ensure the safety of library patrons, staff, and contents, a security system will be incorporated. The library will also incorporate a video surveillance system with cameras positioned to monitor ingress and egress points, restroom entrances, and the Computer Center. These cameras will be wired (with coaxial cable) to a central monitoring area.

Panic buttons will be installed for the safety of library staff, specifically located in the Branch Manager's Office, all public service desks, Staff Lounge, and Staff Workroom.

Material security will be employed at the new library for loss control. Key-card security will be deployed to ensure access security. Specifically, key-card security will be utilized when the Computer Center or Community Room is in use after regular public library hours. Library staff will be provided badges that operate this security system. Proximity readers will allow appropriate badge holders access to library areas, depending upon permissions granted.

VOICE COMMUNICATIONS: The City of Hesperia is exploring Voice Over Internet Protocol (VoIP) as a cost effective method of providing voice communications. This new technology will be integrated into the new library and the necessary telephone switches and handsets.

The Hesperia Branch Library will have a total of 53 personal computers (PC) for public use and 15 personal computers for support service provided by the staff. Depending upon the location of the PCs (see above Tables 1-7), each will have certain functional access designations. All of these machines will be configured and will be operational at the facility's grand opening. Wireless technology will be deployed in various areas in the library, particularly collections and user seating areas. Each PC workstation will be accompanied by a minimum of one data and voice jack. Other jacks will be installed in the library to allow for the addition of more PCs and the reconfiguration of library areas

to accommodate future needs. Adequate power outlets will be provided, with additional outlets strategically placed throughout the building (including collection areas) to support PDAs and laptop computers. All of the public use personal computers will be loaded with the online catalog, the County Library's homepage, and a full complement of databases, Internet access, and software applications. This will provide the maximum flexibility for patron use. Additional uses of technology are also included where required. All PCs will also employ security measures including virus control, and use configuration to ensure that the machines are used as intended.

FIBER OPTIC TECHNOLOGY
Verizon provides local telecommunications services to Hesperia. Fiber optic infrastructure is available in the City. The library will have access to conduit run to support fiber as needed or when warranted. Verizon's annual contract for fiber includes the cost to extend to the library.

ELECTRONIC RESOURCES
All public use personal computers will be loaded with the online catalog, all database subscriptions, software applications, Internet access, and the County Library's homepage that includes links to useful, accurate Internet web pages. This will provide the maximum flexibility for patron use.

ONLINE CATALOG: The San Bernardino County Library's 1,167,000 collection is available online and can be accessed at Hesperia Branch Library and from remote locations. Library patrons can choose to highlight in red the materials located in the Hesperia Branch. They can also place online requests for any of the materials and they will be delivered to their branch location. An automated telephone system notifies patrons when their materials are at the branch.

DATABASE SUBSCRIPTIONS: Based on the Needs Assessment databases were selected to augment school assignments, provide homework resources and assist with lifelong learning. The following databases are easily located using the County Library homepage.

- What Do I Read Next?
- Novelist
- 24/7 Ask A Librarian
- Tutor.com
- Gale Biography Resource Center
- Gale General Reference
- Gale History Resource Center for US and Modern World
- Gale Custom Newspapers
- NetLibrary
- Learn-A-Test
- Online Book Clubs
- Jobstar

- JobBank
- Occupational Outlook Handbook
- O'Net and California Occupational Guides
- Info Trac: general magazine
- Info Trac: newspaper
- Info Trac: Health & Wellness
- Info Trac: kids
- Opposing viewpoints
- NetLibrary - books

SOFTWARE APPLICATIONS: All computers will be loaded with the latest version of Microsoft Office. With the latest version installed, patrons will be able to access earlier versions of Microsoft and be able to convert documents for their needs. It was determined through the Needs Assessment process that the following Microsoft applications were important to the community and therefore, will be available for patron use.

- Word
- Excel
- Access
- Publisher
- Encyclopedia Software
- PowerPoint

Numerous other software and shareware programs will be available at library opening. Given rapid technology enhancements and continual software upgrades it is not cost-effective or prudent to acquire specialty software until a more exacting opening timeline is established. However, we anticipate broad selections of software and instructional software will be in place at opening.

INTERNET ACCESS

COUNTY LIBRARY'S HOMEPAGE: Each computer at the Hesperia Branch Library will have as its Internet default web page the San Bernardino County Library homepage (www.sbcounty.gov/library). This contains links to all the electronic information the library provides. It includes the following web pages and links to a plethora of information and services:

From the County Library homepage, selecting webLibrary will take users to the webLibrary web site, which can be used anytime of the day or night 365 days of the year from any computer with Internet access. These databases and links to Internet sites can be used to find answers, help with homework assignments, decide what to read next, check out electronic books and more.
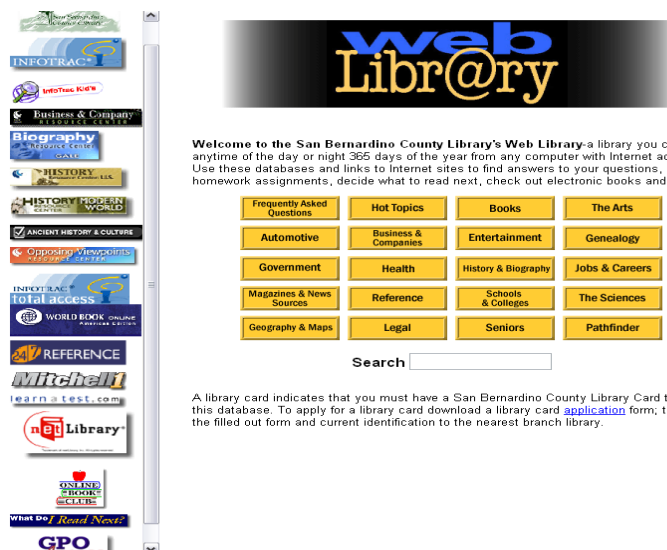
Clicking on CHILDREN from the County Library homepage will take users to the Kids' Page, which contains a vast array of links and databases for homework help based on the State curriculum, historical research, games, webliographies and more.

IMPLEMENTATION PLAN

The technology discussed throughout this section of the Hesperia Branch Library Plan of Service will be implemented during construction of the facility and/or at the commencement of library services. Classes, workshops, and training provided through the Joint Use Cooperative Agreement will commence within 90 days of the grand opening of the library. This lead-time will allow for staff training and other necessary ramping up of program support functions.

Implementation Schedule:

Acquisition of Collections	04/1/06
Grand Opening of Hesperia Branch Library	06/1/06
Begin Computer Classes	09/1/06
Begin Training Workshops	09/1/06

Services provided at the Hesperia Branch Library will be evaluated periodically to ensure that the latest technology is deployed in the building, both in hardware, software, and other peripherals. Along with the integration of new technology will be the training of staff to support these new opportunities.

Finally, the Hesperia Branch Library, through its annual funding and donations, will have adequate funding to ensure that the technology program can be implemented!

HOW ELECTRONIC TECHNOLOGIES SUPPORT THE NEEDS OF K-12 STUDENTS

Surveys completed by students, parents, caregivers, and school personnel were instrumental in identifying their needs. Additional meetings and focus groups provided the total picture of the technology needs. The overall factor was that technology in the library must be easy to use.

	They specifically requested:	% Requested
•	Computers available during non-school hours	92%
•	Internet access	66%
•	Quick links to augment school assignments	97%
•	Electronic databases	91%
•	Software applications; Microsoft Word and Excel	56%
•	Remote access	45%
•	One-on-one assistance in the library	88%
•	Training to enhance computer skills	59%
•	Internet training for parents and caregivers	38%
•	Training on how to evaluate Internet resources	57%

These needs have been addressed in the Plan of Service and the Joint Use Cooperative Agreement. A summary of the technologies follows:

The Hesperia Library will provide 53 personal computers that will be available during non-school hours when the library is open for public service. The City of Hesperia and the Hesperia Unified School District will provide additional hours of service and supervision in the library Computer Center.

Internet access will be available on all of the 53 personal computers in the library. Wireless hubs will be provided in the library so students (and other patrons) can also access the Internet using the Hesperia Unified School District WAN.

Quick links to augment school assignments are easily located on the library's homepage with links to the Kid's Page and the Teen Page. One simple click on Homework Help produces a wealth of resources.

Links for the Electronic databases and software applications are located on the webLibrary, the Kid's Page and the Teen Page.

Remote access is available online for catalog, reserves for books, patron accounts, electronic databases, links to Internet resources, and 24/7 reference service.

Well-trained library staff and volunteers will provide one-on-one assistance in the library for using technology.

Current versions of common software applications – Microsoft Office, etc., will be available to K-12 students.

Training to enhance computer skills, Internet training for parents and caregivers, and training on how to evaluate Internet resources are all included in the schedule of classes

to be provided in the Computer Center by library staff and Hesperia Unified School District staff.

K-12 students will also benefit from the availability of the latest state-of-the-art technology because library staff will be able to more effectively serve the library customers. K-12 students will also be able to find information and services without outside (staff) intervention.

K-12 students will also be able to utilize the library's website remotely (from home or school library) by accessing the entire San Bernardino Library catalog that currently exceeds 1.16 million items. This virtual library will further enhance students' research potential and lead to increased academic performance. As this connectivity evolves the Hesperia Branch Library will explore video streaming and video broadcasts.

Hesperia Library will pursue technology options through E-Rate, which is a Federal program of the Federal Communications Commission administered by the Schools and Libraries Division of the Universal Service Administration Company. E-Rate provides 20% to 90% discounts to eligible K-12 public schools and libraries on approved telecommunications, Internet access, and internal connections cost.

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SECTION 13
TECHNOLOGY EXECUTIVE SUMMARY

The Library Plan of Service for Hesperia Library integrates appropriate electronic technologies within the six service roles that fulfill the following overall goal:

Provide equal access to information and resources in the Hesperia Branch Library utilizing the most current technology within the library or from remote locations.

The service roles were developed as a result of the recent community Needs Assessment. Surveys completed by library users and non-users, students, school personnel, the business community and city employees clearly indicated the need for technology within the service program of the library. Survey respondents requested additional computers, Internet access, multiple databases and a place within the library for instructional training. In addition, they requested online catalog access from any location as well as electronic links to library resources. Focus groups reiterated similar needs for the role of technology in the library. Discussion at the stakeholders meeting emphasized the importance of planning for future requirements for technology while providing for the immediate needs identified in the assessment. The County Library is committed to developing electronic resources, improving use of technologies and training staff to continually upgrade their skills for use of technology and resources. This past year, County Library added a new administrative level position, Electronic Resources and Training Coordinator, to facilitate the mushrooming acquisition of electronic resources and the requisite training. Information technologies support and extend the delivery of library services in each of the six service roles.

Hesperia Library will convey the Current Topics and Titles role and collection development includes a variety of electronic databases. Reader's advisory databases will include "What Do I Read Next?" and "Novelist". Webliographies will be posted on the Library Homepage to assist library users with their selection of materials. Periodic programs will be provided at the library on the best methods to use to access the electronic databases for improved reading enjoyment.

The General Information role will include computer access to a full range of electronic reference resources including filtered Internet access, and magazine indexes with full text articles. Library staff and trained volunteers will provide instruction in computer skills relating to locating, evaluating and using sophisticated electronic resources. Many of the resources are available online for access from any location via the Internet with links on the library's homepage. Electronic reference services can be accessed on the homepage with the Ask A Librarian link for 24/7 reference, or email a library, or call a branch.

The Hesperia Library will provide a Learning and Career Resources area, which includes homework resources to offer a defined focus for the Formal Learning Support role and the Lifelong Learning role. Homework resources will provide Internet access to services such as Homework tutor and other instructional technologies such as educational software. Adults will be able to access databases for continuing education about health, medicine, personal finance, career development, and off site educational opportunities. Pathfinders will be posted electronically on the library homepage to guide patrons in their

research. Students, parents, caregivers and the general public will be able to attend scheduled classes in the Computer Center to assist them with the development of their computer skills. In addition, self-paced individualized instruction on lifelong learning topics will be online.

The Basic Literacy role will include electronic resources for both the learner and the tutor. The library will offer database access to instructional technologies that enhance the effectiveness of tutoring efforts. Learners will develop their computer literacy skills as they access specialized electronic resources for reading, functional math skills, test preparation, English improvement and basic and family literacy. It is anticipated that the library will be able to provide computer software in individual Study Rooms to supplement the interaction between learners and tutors. Additional software will encourage independent learning and provide access for learners from any location.

The Community Library Needs Assessment indicated the requirements for electronic technologies to better serve the needs of K-12 students. Surveys completed by students, teachers, parents, caregivers and school administrators reinforced the requests expressed in focus groups for more computers and databases that emphasized homework assistance and career information. In addition, survey respondents and focus group attendees expressed the vital need for a Computer Center with instructional training in the library to augment services provided in the schools. Meetings with school district staff helped to fine tune the technology requirements. Hesperia Library will have a Computer Center with 20 computer workstations with school assignment selected databases, software programs, filtered Internet access and links on the library homepage. The Information Literacy service role will provide introductory to advanced level instruction by library staff with school district staff providing supplemental staffing as outlined in the Joint Use Agreement.

Additional computer workstations will be available for student use in the library with designated workstations in the Learning and Career Resource area. The computers will allow students to access a full range of electronic information resources including filtered Internet access, magazine indexes with full text articles, Homework Tutor and other homework databases. In addition, reference resources such as Gale Biography Resource Center, Gale General Reference, Gale History Resource Center for US and Modern World, Gale Custom Newspapers (full text), netLibrary, LearnATest, Online Book Club, and What do I read Next? will be available online. Career related electronic resources are found on the library homepage with webLibrary links to include Jobstar, JobBank, Occupational Outlook Handbook, O'Net and California Occupational Guides. Library staff and trained volunteers will offer one-on-one assistance to help students navigate these resources as well as schedule classes in the Computer Center to introduce school-age children to the library's electronic reference, homework and career resources. The San Bernardino County Library will regularly evaluate electronic resources to continue to expand the selection of databases that will keep students knowledgeable in accessing information resources that support their learning goals.

The proposed library will provide 53 computer workstations for patron usage and deploy wireless technology to provide greater mobility and reduce reliance on hard-wired data jacks. State-of-the-art audio-visual devices will be installed in the Community and Study/Tutoring Rooms.

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SECTION 14
HOW PLAN OF SERVICE MEETS NEEDS OF K-12

This Plan of Service places great emphasis on meeting the needs of K-12 students through careful integration of the Hesperia Unified School District into the outlined programs (within this Plan of Service). The K-12 student focus groups' input weighed heavily in developing the Joint Use Project and the specific service roles, programs, and space planning.

In terms of collections, 62% of the K-12 students (those surveyed or taking part in focus groups) expressed a strong need for collections. Not only was the number of collections important to students, but also the breadth of topics. Students noted that collection content was important to them in completing homework assignments. As a result, significant library space is allocated to reference and non-fiction collections. The Hesperia Unified School District will provide one complete set of textbooks (for all grades K-12) to assist with homework and studies at the library.

The most sought library resource (need) by K-12 students was access to technology not only in the form of computers and peripherals but electronic resources that will assist them with their studies and assignments. Because many Hesperia students do not own personal computers it is imperative to provide access to technology in a supervised environment where assistance is available. The proposed Hesperia Branch Library will provide a Computer Center to K-12 students and many programs that support this amenity. The Computer Center will be connected to filtered Internet access opening up more opportunities to enhance the students' learning capabilities. Equally important to K-12 students is the availability of library and Hesperia Unified School District staff to offer and support computer-training classes in the center.

Many Hesperia K-12 students do not have access to a quiet study environment (individual or group). Additionally, tutors and teachers also lack a place to meet with students that need additional instruction or assistance with studies or homework. Because local school campuses close shortly after school dismissal for the day, local K-12 students struggle to identify a safe, quiet, and conducive environment to study or complete school assignments. To satisfy this need of K-12 students, three Study/Tutoring/Literacy Rooms are included in the proposed Hesperia Branch Library. A Children's Workroom is also programmed for the younger ages. Although 47% of K-12 students ranked study and meeting space very important, it should be noted that 95% of the public felt these study areas were paramount to the library design process.

The dividends of this collaborative effort to provide library resources will be increased academic achievement and greater API scores.